



You said, We did

Health & Adult Social Care
Service user Feedback 2022

7669



Brighton & Hove
City Council

Many people are very satisfied with their care



of people surveyed were satisfied with their service

There were many positive comments from people about their experiences of adult social care and support.

We have:

Shared this feedback with staff who work in adult social care and our key partners who are involved in delivering some of these valued services and support.



Information, advice and access to timely assessment

Some people said they found it difficult to access information and advice about care and support services.

Some people reported that it can take some time to get an assessment.



We have:

- Developed a **Adult Social Care hub online** to make it easier for people to find information and advice about support options.
- Re-designed some of our **processes** to help us be more responsive to people who need an assessment.
- Commissioned an **advocacy hub** that integrates existing services from Brighton & Hove as well as East and West Sussex. This will make it easier for people to find the support they need.

You can:

- Contact our Adult Social Care hub and find out about the services we provide at www.brighton-hove.gov.uk/social-care
- Contact Access Point for the full range of care options available on **01273 295555** or email AccessPoint@brighton-hove.gov.uk
- Go to www.carershub.co.uk or call **01273 977000**
- Access advocacy support by contacting Sussex Advocacy at www.sussexadvocacypartnership.co.uk



Doing things you value and enjoy

People told us that the things that would make the biggest difference to their quality of life were:

- Having support to get out and about to connect with the community
- Having support to maintain friendships and relationships
- Participating in physical exercise
- Accessing healthy food & healthy lifestyle support



We have:

- **Re-arranged our social care teams** so they are now working at neighbourhood level. This will improve access to local support, opportunities and activities for people living in the city.
- **Continued to fund the Ageing Well Service 50+.** This offers information and advice, befriending, group and one to one activity, volunteering opportunities and health promotion.
- **Supported more than 3,300 local residents to improve their health and wellbeing** by taking part in activities delivered by our Healthy Lifestyles Team.
- **Provided a Health Trainers Service** to support people to reduce alcohol, eat a healthy diet, increase physical activity and stop smoking. Nearly 500 residents received a service last year.
- **Helped around 450 residents** to successfully quit smoking with support from our stop smoking services.
- **Worked with more than 50 local sport, dance and exercise providers** on our Active Forever and Dance Active events. These showcase opportunities for all ages and abilities to get active and stay active.
- **Conducted our Let's Talk Active for Life consultation** to find out how we can help Brighton & Hove to become one of the most active cities in England.





- **Supported GP practices to deliver more than 1,300 NHS Health Checks.** These have had a particular focus of reaching men, local workplaces and people living in more deprived areas.
- **Continued to commission Bee Zee Bodies to deliver a local healthy weight service.** Nearly 300 people have received a service, with around 40% achieving their target of 3% or 5% weight loss.
- **Provided a weekly programme of more than 40 free or low-cost Active for Life sessions and volunteer led Healthwalks.**
- **To help with the cost of living, access all our Active for Life sessions and volunteer-led Healthwalks for free.** You can just drop into many of our sessions. Find out about these and other ways to get active at www.brighton-hove.gov.uk/activeforlife
- **Get support to make changes to get active, eat better, stop smoking, reduce alcohol intake and improve your wellbeing through our Healthy Lifestyles Team at www.brighton-hove.gov.uk/healthylifestyles or call 01273 294589**
- **See if you are eligible for a free NHS Health check – to spot the early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia – at www.healthcheck.nhs.uk**

You can:

- **Contact the new Adult Social Care hub and find out more about the support that is out there to stay active and connected www.brighton-hove.gov.uk/social-care**
- **Contact the Ageing Well Service for information on activities for people aged 50+ by calling 01273 322947 or texting on 07770 061072 or email ageingwellbh@impact-initiatives.org.uk**
- **Access the Community Navigation Plus social prescribing service at www.bh-impetus.org or call 01273 229382**

(All activity figures published here are 2021/22 latest available published data – Public Health)



Importance of Specialist Support

People said they wanted:

- to maintain autonomy and independence
- good quality re-ablement
- specialist support



We have:

- **Begun to pilot a new community reablement pathway** to help people retain or regain their skills or confidence so they can learn to manage again after a period of illness.
- **Begun working on a pilot to provide reablement beds** in one of our residential units. This will support people out of hospital and promotes independence by helping them regain skills and confidence with the aim that they return home safely.
- **Gained approval for the new Knoll House supported living development.** This will provide specialist support for people with physical disabilities and acquired brain injuries to enable them to live independently in the city.
- **Created additional units of rehabilitation and residential care** for people with brain injuries.



Importance of equipment & assistive technology

People reported what a positive difference equipment and technology can make to their lives.



We have:

- **Re-designed the city's community equipment service.** This will mean better access to the service and equipment – whether this is equipment that a therapist has identified for you, or equipment that you would like to purchase yourself.
- **Recruited a Senior Occupational Therapist** to the service to provide extra support.

You Can:

- Get support to identify what equipment you need and how and where to purchase it via the Safe and Well service at www.safeandwell.co.uk/brighton-hove
- Contact CareLink at www.brighton-hove.gov.uk/carelink-plus to find out what services and equipment you can access to allow you to call for help in an emergency.





Mental Health Support

People said that more supported accommodation services for young people with mental health needs were needed.

People said services needed to be more aware of mental health issues.



We have:

- **Worked with the local NHS to commission new services** for people with needs arising from their mental health.
- **Put a greater focus on improving the transition from children's to adult services** for 18–25-year-olds.
- **Worked to improve the connection between mental health, adult social care and housing services** to prevent homelessness and improve mental wellbeing.

You Can:

- Find out more details about the plans that are in place to support people with Mental Health and Housing needs in the city in the Place Based Plan at www.sussexpartnership.nhs.uk/application/files/5316/6999/7674/brighton_and_hove_mental_health_and_housing_plan.pdf
- Access advice and support around mental health and wellbeing via Mental Health & Wellbeing Support in Brighton & Hove, at www.uok.org.uk or call 0808 1961768.
- Access the Sussex digital wellbeing service and participation group for young people (13-25) at www.e-wellbeing.co.uk



Direct Payments

For many people Direct Payments work well. But some people said the system needs more flexibility, and some reported difficulties in maintaining and recruiting PAs.



We have:

- **Begun a review of the Direct Payments (DPs) system for both adults and children.** We are looking at all elements of DPs - what is working well, and what needs to be improved. As part of this review we are looking at how to improve the availability of personal assistants, as they are central to DP provision. We will report our findings in early 2023.
- **Asked Healthwatch (an independent national body) to contact all individuals / families receiving DPs.** Healthwatch will ask them about their experiences and for their thoughts on how we might improve the system locally.

You Can:

- **Contact People Plus for information and advice regarding DPs** visit www.peopleplus.co.uk or call **0330 1232815** or email ilsbrightonandhove@PeoplePlus.co.uk
- **Get involved in the review of our DP system.** If you receive a Direct Payment you should receive a survey early in 2023. It will be sent via Healthwatch. Please let us know your experience of using DP's. You can also sign up via the survey to be involved in further discussions.





Individual Needs



69% of people said care workers always respected their individual needs.

Some people felt their needs could be understood better. This included people's health conditions, autism, and cultural / lifestyle choices.



We have:

- **Free training available to all staff who provide adult social care services in the city.** This includes modules on a range of specialist health conditions, neurodiversity, disability, equality & diversity, and deaf awareness.
- **Engaged with service users from black and minority ethnic communities** to help us understand people's experiences of services and consider ways of improving them.
- **Recruited a lead for Autism who is now in post.** They will initially focus on developing a strategy for autistic adults who do not have a diagnosis of a learning disability. They will also create a partnership board for autistic adults, carers and their representative organisations.
- **Worked with other teams across the council** to develop plans to make the city more accessible to disabled people.
- **Launched a strategy to improve the quality of life of people with a learning disability** in the city.

You Can:

- Find out more about the councils' pledge to be an anti-racist council at www.brighton-hove.gov.uk/becoming-anti-racist-city
- Get involved in plans to develop an accessible city. Please contact edi.officer-disability@brighton-hove.gov.uk or send a voice message to **01273 291952**. You can use the same contact details if you need information in another format, including large print or BSL. The council is registered with signlive.co.uk, and British Sign Language (BSL) users can use the service to make a video call via a BSL interpreter and leave a message on the number above.
- See our Easy Read Adult Learning Disability Strategy at www.brighton-hove.gov.uk/Learning-disability-strategy



Importance of continuity, timeliness & quality of care

People in receipt of home care said they wanted to build a relationship with the same carers over time and have consistent standard of care, with the timing of visits clearly communicated.



We have:

- **Shared the feedback from the survey with services that provide homecare in the city,** highlighting continuity, timeliness and quality of care as key factors for continuous improvement and monitoring.
- **Re-introduced 'home care checks'.** These will involve Healthwatch (the national consumer champion for health and social care) regularly interviewing people who receive home care services to help support our monitoring processes. This information will be reported to the Care Governance Board.

You Can:

- **Talk to your home care provider directly if you have any issues to raise about the quality of your care. Or you can share your experiences to help us plan service improvements - please email customerfeedback@brighton-hove.gov.uk**





Communication & Involvement



Some people said they wanted to feel more involved in decisions about their care and wanted to be kept up to date with key changes.



We have:

- Reviewed all new contracts with service providers to ensure the expectations around involving people in key decisions and changes are clear.
- Re-designed our assessment processes so that service users are at the centre of the assessment. This means we will consider people's individual strengths and focus on ensuring the best outcomes for everyone we work with.

Digital exclusion



Some people said they needed more support to get online.



We have:

- Worked with Digital Brighton to raise awareness of digital inclusion support for people we directly support and promote the benefits of technology.

You Can:

- Ask at your local library for help to access the internet, and for information about local events.
- Get support to develop your basic digital skills, and find out where you can get online for free at www.digitalbrightonandhove.org.uk
- Get help with basic digital skills or support getting online, by calling the free helpline 0808 196 5883.



Financial Information & Financial hardship

Some people said they were concerned about the cost of living and would like more help and advice about their finances and eligibility for financial support.



We have:

- **Revised our Financial Charging Information sheets** to ensure the information is clear and accessible.
- **Developed additional training for practitioners** to help them provide information about financial support while conducting care act assessments.
- **Helped vulnerable people to warm their homes** and afford fuel bills by providing money advice, hardship grants and home energy visits.
- **Continued to update our webpages** with information about benefits and financial advice.

You Can:

- Find out about how to get financial advice and see what support is available to help you with the cost of living at www.brighton-hove.gov.uk/benefits-and-financial-advice
- Find out about planning for the cost of your care at www.brighton-hove.gov.uk/paying-for-care

