

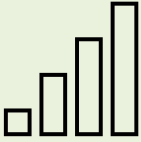




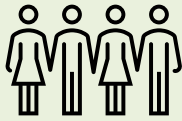


# Oxfordshire County Council Adult Social Care Self-Assessment Executive Summary

**This is Oxfordshire:** Oxfordshire has around 725,300 residents, and our population is growing faster than elsewhere. Between the 2011 and 2021 census the population grew by 10.9% compared to 6.6% in England, and the number of people aged over 65 grew by 25%. Oxfordshire is the most rural county in the Southeast region but 60% of the population live in the city of Oxford or other main towns. Life expectancy and healthy life expectancy in Oxfordshire are each significantly higher than national and regional averages for both males and females. Oxfordshire is ranked the 10th least deprived of 151 upper-tier local authorities in England. [Oxfordshire Insight](#) has more information and data about Oxfordshire and the people who live here.

**The Oxfordshire Way** is our vision for Adult Social care to support people to live happy, healthy lives here in Oxfordshire. It brings together the council, health and care organisations and voluntary sector groups and is focused on ‘what’s strong rather than what’s wrong’. You can see a video about the Oxfordshire Way in practice here:



## Adult Social Care

 <p>6550 people receiving ongoing care</p>	 <p>52,674 people who say they provide care and support to a family member or friend</p>	 <p>100+ providers of care in people’s own home – 31,539 hours of care per week in January 2024 up 11.3% since January 2023</p>	 <p>6713 Safeguarding Concerns last year (2023)</p>
 <p>133 residential and nursing homes with 455 permanent admissions last year</p>	 <p>23.2% of residents are from non-“white British” backgrounds</p>	 <p>23% of people have a disability</p>	 <p>127,000 hits on our Live Well Oxfordshire website over the last year</p>

<b>Assessing Needs</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>89.5% of issues resolved by customer service centre at first point of contact - signposting people to e.g., Community Links Oxfordshire</p> <p>Demonstrating reduction in waiting times for assessment and review and people on waiting list screened and prioritised to ensure risk is managed using prioritisation tool.</p> <p>Strengths-based practice at the heart of our approach from induction</p> <p>Unpaid carers supported by Carers Oxfordshire through strengths-based guided conversation to identify and manage their own needs.</p>	<p>Further reducing the number of people waiting for assessment and improving timeliness of assessment.</p> <p>Giving people more options for self-assessment. Online Financial Assessment now live. Online Care Act self-assessment pilot underway</p> <p>Audits show need to focus on embedding and evidencing strength-based practice – need to focus on voice of the person, their desired outcomes and timely contact from service.</p> <p>Redeveloping our audit tool to further strengthen</p>
<b>Supporting people to live healthier lives</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>The Oxfordshire Way drives prevention, innovation and partnership working with the voluntary sector and other partners, e.g. Communities of Practice bring together front-line workers from local charity, voluntary and community organisations.</p> <p>Assistive technology helping people stay at home and reduce formal care. New digital tool for people to order daily living aids (link <a href="#">here</a>).</p> <p>Live Well Oxfordshire attracted 127k visits between April 23 and Jan 24 – up by 115% - information on how to find community resources.</p> <p>Working with partners such as Age UK and Public Health to promote and support wellbeing</p>	<p>We continue to work to make our information easier to access. We are improving our website and launched a refreshed co-design customer portal – will make our website easier to navigate.</p>
<b>Equity in Experiences and Outcomes</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Oxfordshire affluent but pockets of deprivation. Public health working with communities on <a href="#">community profiles</a> identifying needs and assets.</p> <p>Health and Wellbeing Strategy renewed working with diverse communities.</p> <p>Including Everyone framework setting our vision and equality objectives reviewed at least 4 yearly and action plan annually.</p> <p>Equality Impact assessments on care and support policies</p>	<p>Continuing to embed co-production and equality, diversity and inclusion more consistently.</p> <p>Working with Team Up Board to update network of local community groups to reach wider into community.</p> <p>Have been analysing how our services meet needs of our diverse population to address any gaps</p>

<b>Care provision, integration and continuity</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Robust joint commissioning arrangements with significant pooled budgets, and co-designed strategies</p> <p>Support in communities e.g., commissioned Community Catalysts to grow micro-enterprises: 86 micro-enterprises supporting 1264 people.</p> <p>Community capacity grants to support people through small grass roots organisations such as Gig Buddies or Daybreak</p> <p>Worked with care providers on cost of care exercise, market sustainability plan, workforce strategy and new <a href="#">recruitment site</a></p> <p>Carers Oxfordshire reach large number of Oxfordshire unpaid carers through a variety of means including a helpline and website.</p> <p>Experts by experience review services and respite for people with learning disabilities and autism</p>	<p>Further developing relationship with care market</p> <p>Further developing commissioning strategies with focus on specific care need / communities of interest and supporting early intervention where possible</p> <p>Continuing to work with market to develop local provision and support – commitment to ensure wherever possible that people are able to stay independent in their own homes and to decrease number of people placed out of county.</p> <p>Exploring the possibility of working with our care providers to include people who use care, support and housing services in quarterly contract meetings.</p>
<b>Partnership and communities</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Strong partnership working through Oxfordshire Way, voluntary sector supporting and driving delivery of prevention agenda.</p> <p>Good joint working e.g., home first pathway and Transfer of Care Hub delivered with health – better discharges.</p> <p>Investing in the market - £5m for 25 extra supported living placements and 3 new extra care schemes with 235 new units</p> <p>Shared Lives programme supporting people with short stays and longer-term places to live</p>	<p>Have commissioned a specialist housing &amp; supported living needs assessment which will report in March this year.</p>
<b>Safe systems, pathways and transitions</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Work collaboratively to manage provider failure to ensure residents kept at the heart of response.</p> <p>Good transition pathways for young people aged 16 to 25 through Moving into Adulthood team.</p> <p>Hospital discharge pathways significantly developed with 10% increase in people entering reablement who are fully reabled</p>	<p>Continuing to develop good practice in seamless transfers between teams.</p>

<b>Safeguarding</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Safeguarding Adults Board ensuring learning from adverse events – e.g., Homeless Directors’ Group formed as a result of SAR.</p> <p>Safeguarding thresholds developed by partners set out in OSAB procedures and matrix used for referrals.</p> <p>Safeguarding training begins at induction with sub-group of OSAB co-ordinating ongoing training.</p> <p>Making Safeguarding Personal embedded in team practice and procedures</p>	<p>Managing demand into safeguarding and reducing waiting times – action plan ensure triage cases and open enquiries are dealt with faster.</p> <p>DoLS waiting list figures are high – action plan being developed to address this.</p>
<b>Governance, management and sustainability</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Strong leadership and performance management, clear vision, well understood roles, practice leadership. Strategy set by Oxfordshire Way in context of Corporate Plan, and ASC service plan.</p> <p>Strong risk management and quality and continuous improvement driven through Quality Assurance Framework and overseen by Internal Assurance and Governance Board</p> <p>Regular briefings with Cabinet, Portfolio Holder and People’s Scrutiny</p> <p>Transformational savings plans aligned with our priorities.</p> <p>Delivering the Future Together programme embedded across the council</p>	<p>Improving how we use data to strengthen monitoring of performance and quality.</p> <p>Improving audit methodology to ensure practice-based learning drives strengths-based practice.</p>
<b>Learning, improvement and innovation</b>	
<b>Strengths</b>	<b>Areas for Development</b>
<p>Team Up Board: people with lived experience steering co-production. Strong examples of co-production, e.g., new All-Age Unpaid Carers Strategy designed together with unpaid carers.</p> <p>Active in sector led improvement locally, regionally and nationally.</p> <p>Transformation programme owned by Directorate Leadership Team</p> <p>Learning sessions led by PSW and POT</p> <p>Innovation Hub (iHub) driving cutting edge technology and innovation, e.g., smart medicine boxes.</p>	<p>Rolling out our adult social care survey across all teams so people who use services can give us rapid feedback.</p> <p>Learning through audits</p>