

Adult Social Care

Local Account

Autumn / Winter

2023



Milton Keynes
City Council

Welcome

We've written this report to outline how we intend to meet demand for Adult Social Care services now and in the future. It focuses on the things that matter to the people of Milton Keynes and highlights just a few of the things we've achieved over the past year.



Going forward we want residents to be more involved in the shaping of adult services, so people have more control over their care and a greater say in the decisions being made.

This report can't cover all of the wonderful services that are unique to MK which support our more vulnerable residents, but it offers an insight into what we're doing to make our services more focused and meaningful.

Working together means growing together and our aim is for every person in Milton Keynes to feel valued, safe and able to participate in their community, so we can all lead healthier and happier lives.

Cllr Emily Darlington

To hear more from our Director of Adult Services (DASS), Victoria Collins, click the link

[👉 The Local Account with Victoria Collins](#)



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Our gross budget for adult social care services was

£78.8
million



KEY FACTS AND FIGURES

Milton Keynes 2022-3
(*estimated)

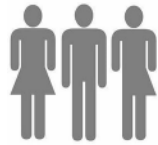


21,500 +



Adults are **unpaid carers** to a partner, family member or other person. **6,000** unpaid carers are 65 +

42,500
are over **65+**
(Larger than average Older population 13.8%)



THERE ARE

205,500

18+ adults living in Milton Keynes

4,000
adults between 18 and 64 and **890** people 65 + have learning disabilities



1,600
adults aged 18+ have an **autism** diagnoses

£32,640

paid to 136 unpaid carers in 2022-3

26.2% of residents identify as Black, Asian or from a minority ethnic group, compared with the England average of 19%



11,700

adults aged 18 to 64 years have two or more **mental health disorders**

We strive to deliver a person-centred and collaborative service that brings health organisations and key partners together for Milton Keynes residents with care and support needs.

10,100

adults aged over 65 + have a **long-term health condition or disability** that greatly impacts their day-to-day activities

140
LANGUAGES SPOKEN

2,800

adults aged **65 +** have **dementia**., By 2040 this is predicted to increase to **4,700**

























£9.2 million

Spent on direct payments






8,900
adults aged 18 to 64 have a moderate or serious **physical disability**

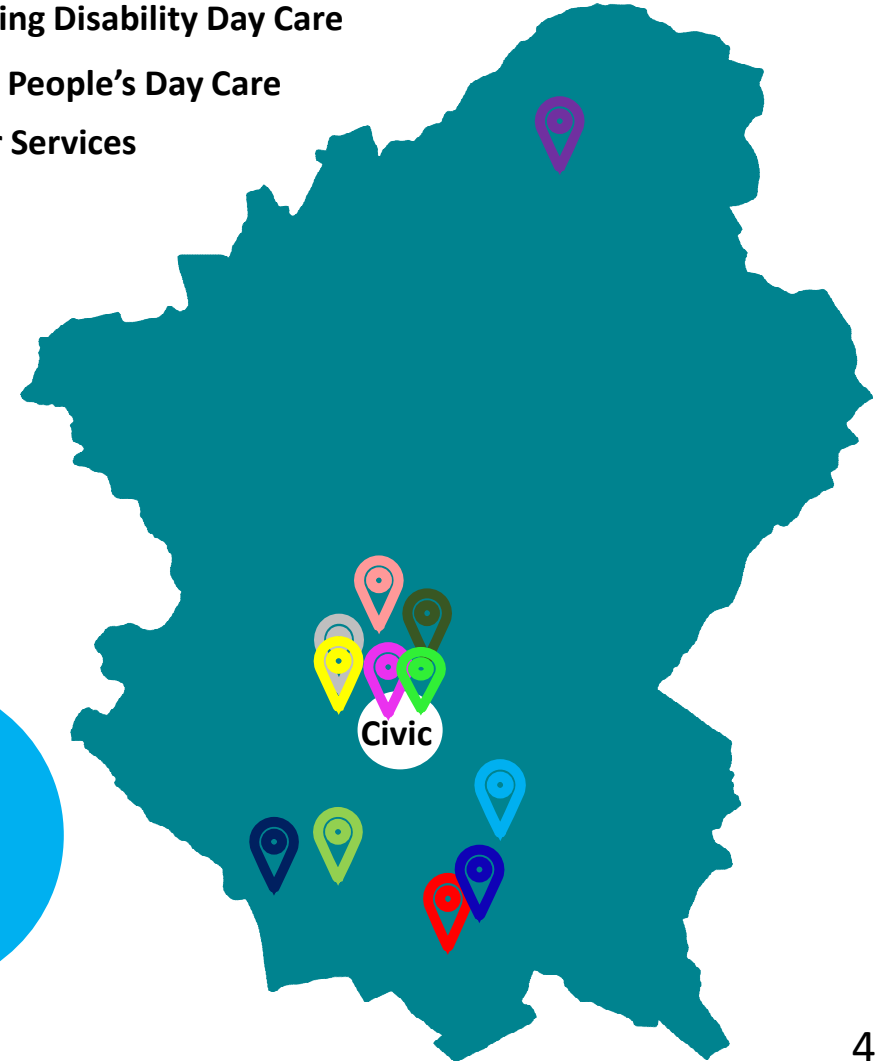
Milton Keynes City Council PROVIDER SERVICES

-  COURTENEY'S LODGE, FURZTON 
-  FLOWERS HOUSE, BLETCHLEY 
-  HOME 1ST REABLEMENT, CIVIC 
-  KILKENNY HOUSE, WESTCROFT 
-  KITCHENER DAY CARE SERVICE, OLNEY 
-  MKCC CARE & RESPONSE SERVICE, CIVIC, CENTRAL MK 
-  MKCC COMMUNITY ALARM SERVICE, STANTONBURY 
-  SHARED LIVES SERVICE, BRADVILLE 
-  SHORT BREAKS SERVICE, BRADVILLE 
-  SIMPSON DAY CARE SERVICE, SIMPSON 
-  TOWER DRIVE, NEATH HILL 
-  WHADDON WAY, BLETCHLEY 

Plus 25 Sheltered
Housing Schemes
across MK

ADULT SOCIAL CARE

-  Supported Housing for Older People (with care)
-  Learning Disability Day Care
-  Older People's Day Care
-  Other Services

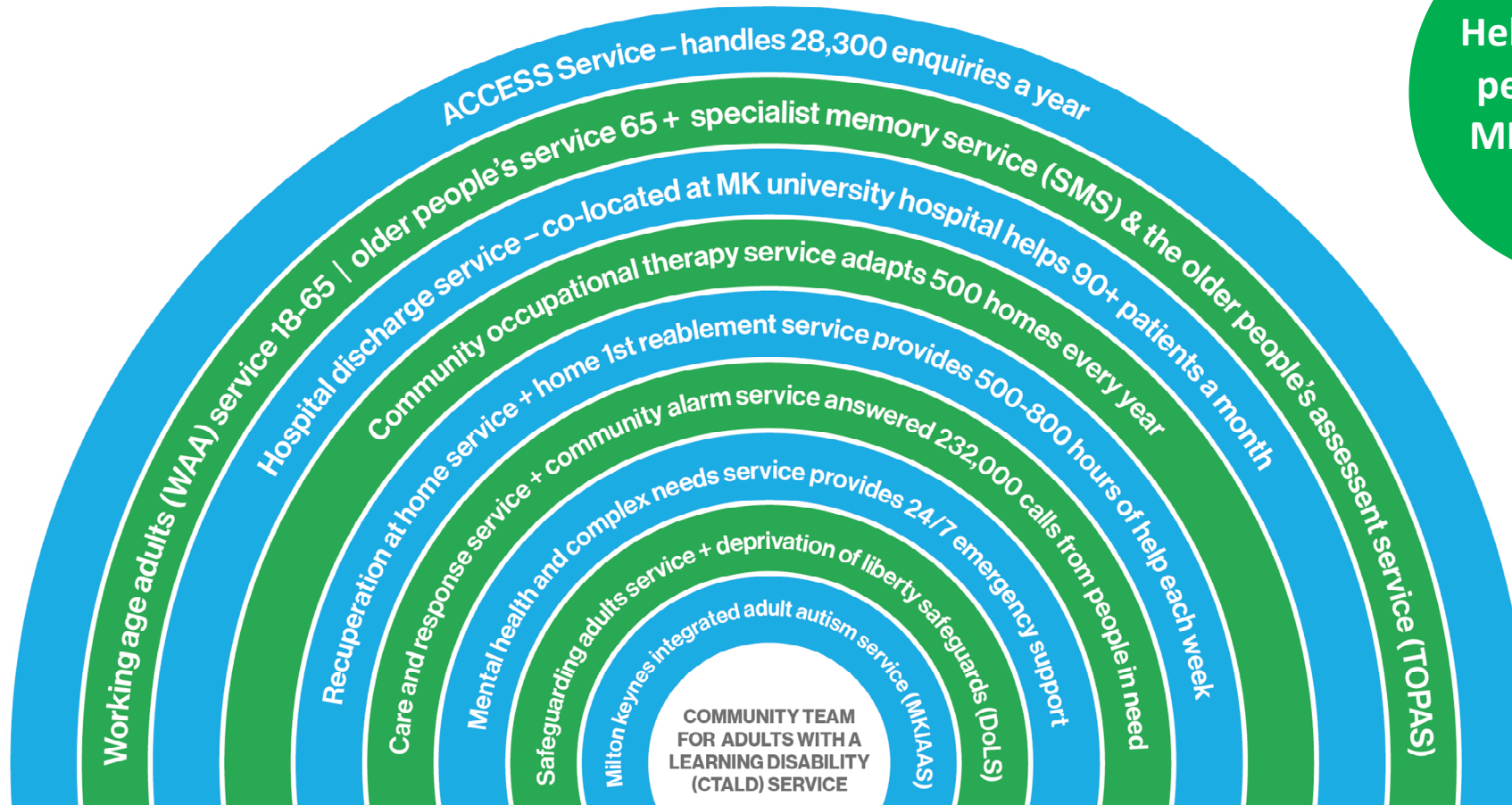


Providing
services
for 3,952
people

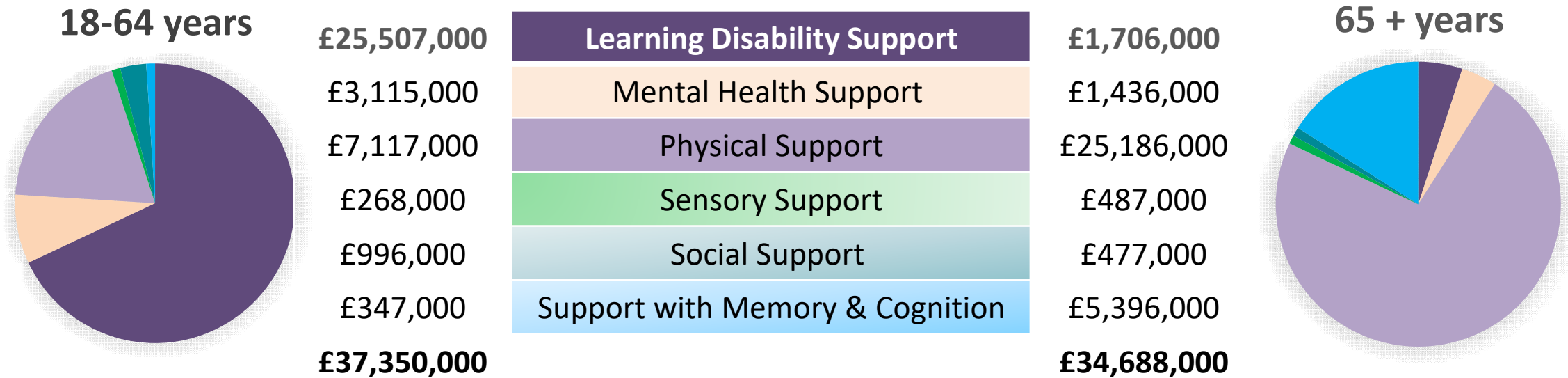
Our services operate
365 days a year - run by
over 700 people

ADULT SOCIAL CARE OUR SERVICES

Helping 5500 +
people across
MK at any one
time



Money spent on adult care and support in Milton Keynes 2022/2023



Although financial spending for older (65+) and younger (18-64) adults was similar, their needs differed. Whereas younger adults needed more support to access activities including day services, further education and employment - older adults needed more physical support and support with memory and cognition.

Meet the Team

Victoria Collins
Director of Adult Services (DASS)



Amanda Griffiths
Group Head of Housing
and support



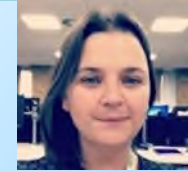
Linda Ellen
Group Head of
Provider Services



Phil Jones
Head of Access, Hospital,
Older People's Social Work
& Safeguarding



Mick Hancock
Group Head of
Commissioning



Zoe Vaughan
Interim Head of Working
Age Adults



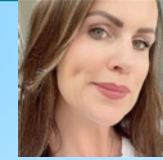
Sarah Nickson
Head of Mental Health &
Complex Needs



Andrea Natale
Head of Provider Services



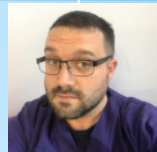
Dina Adib
Head of Contracts



Hannah Soetendal
Head of Commissioning



Susie Payne
Quality & Performance
Manager



James Hellard
Principal Occupational
Therapist



Poppy Tomalin
Principal Social Worker



**WHAT'S NEW
2022-2023**

Championing MK's carers

Milton Keynes has around 21,500 + adults who care for a family member, partner or neighbour on an informal basis and not as a paid job. 7000 of these carers are now accessing support through [Carers MK which is funded by MKCC](#). Over the past year we've been looking at more ways we can help carers.

Carers' Consultation

In November 2022 we organised a carer's consultation to understand what carers in Milton Keynes want. They told us: more peer support and opportunities to meet with other carers was top of the agenda, as were breaks away and easier access to information.

"I'd like time to make calls and a space to go for me to help with my mental health, so I can be ready to help my family."

Help for unpaid carers

You said it, we did it

"Give young carers more opportunities to enjoy themselves and offer them guidance."

Based on feedback from the consultation we have since commissioned two new services. [MyTime](#) offers carers free overnight stays and events like theatre trips and afternoon tea and [Mobilise](#) provides carers with practical support – such as counselling, workshops and networking opportunities. We've also partnered with [Carefree](#) to ensure carers get access to subsidised short breaks and holidays.

Carer's Conversation new style assessment

In December 2022 we introduced the Carer's Conversation, a new style assessment that focuses on what is important to the carer.

It's about...

...providing a space for people to talk about their whole lives and not just the parts where they need support.

It recognises...

...people are experts in their own lives and encourages carers to tell us what they want support with and what they don't.

To find out more or to book your Carer's Conversation call us on 01908 253 772 or fill out our [online form](#).

"A conversational assessment is more focused on what people want to tell us and what they want us to know, not just about what we want to ask them.

This form of assessment is more relaxed and encourages people to explore different and creative ways to meet care and support needs"

Zoe Vaughan,
Working Age Adults

It's founded on...

...trust, honesty and openness. It requires a relationship of two equals, recognising each person's contribution and understanding the concerns they might have.

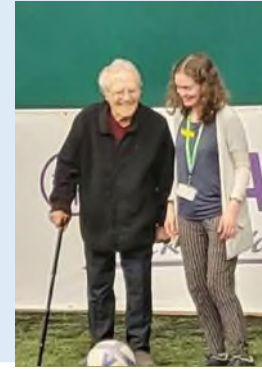
It starts with...

...a blank sheet. The conversation should be led by what's important to the person, and what they want to achieve to help them in their role as a carer.

DOING MORE FOR PEOPLE WITH DEMENTIA

Working with you

In 2022-2023 we invested in our Admiral Nurse service enabling specialist support for family members who are caring for a loved one with dementia. We also introduced a Care Home Liaison Practitioner to help fast track diagnoses of people with Dementia in care.



“The one beacon I have had in the past year has been the support and kindness of the nurses (both the Admiral nurses and the mental health team) who have done everything they can to support me”

Supporting you

Currently we have a partnership with the Alzheimer’s Society to make Milton Keynes *Dementia friendly*. Last year we recruited a Dementia Friendly Coordinator to work with businesses, communities and partners to raise awareness across Milton Keynes.



“The number of people with dementia in MK will double in the next 10 years.”

Keeping you safe

In 2022 we set up a Dementia Pathway Improvement Group with Dementia UK to develop new services which included a Specialist Memory Service (SMS) and the Dementia Information and Support Service (DISS) that’s staffed by trained dementia support workers.

DISS

Cllr Emily Darlington, Cabinet Member for Adults, Housing and Healthy Communities

Working Together Initiatives

The **carers' dementia support café** was launched in September 2022 as the Admiral Nurse drop-in clinic. Twice a month we meet in a community venue for coffee, cakes and a chat. It's an open forum for people living with dementia and their carers to meet up and offer peer support, get together and have fun.

The sessions are run by the Admiral Nurses and a social worker from the team also attends the café, so people have access to professionals for advice, one-to-one support and the chance to discuss practical solutions in a relaxed way.

"I found the drop-in sessions uplifting and humbling. They were a lovely group of people and you are both doing great work."

"Having a few hours a week to not just be a carer, is very important."



For more groups and events contact our Dementia Information and Support Service ([DISS](#)) or visit our website [ADMIRAL NURSE SERVICE - ADULT SOCIAL CARE | MILTON KEYNES CITY COUNCIL \(MILTON-KEYNES.GOV.UK\)](#)

Improving system flow

“Currently Adult Social Care supports around 90 people being discharged from hospital each month – resulting in a significant reduction in discharge delays. There’s also been a reduction in hospital admissions for people over 75 years old and we intend to improve on this figure by continuing to innovate and offer even better care for people once they’ve left hospital.”

**Phil Jones,
Older People’s Services**

Earlier hospital discharge

Improving System Flow – We are working with our partners from the NHS to improve ways of working to help get people out of hospital and home earlier. A specialist team based at MK University Hospital oversees the initial assessment and referral process to make the discharge process even smoother. They also ensure those discharged have the right community and NHS care once at home – to help avoid unnecessary hospital admissions in the future.

To help people live more independently we’ve introduced more face-to-face support as well as more home adaptations and the use of smart technology.



Using technology



Technology enabled care (TEC) can help people have more control over their day to day living. Through our Care Technology Project we are now looking at how assistive technology can help people live more independently.



Help at the press of a button



Our Community Alarm Service helps around 5500 people feel safer at home. This year we're upgrading the system so calls can be placed on any device from a mobile phone to a personal alarm pendant. We also provide enhanced equipment such as fall and bed sensors that activate automatically. With the introduction of a Whzan Blue Box people who use the service can get an instant health evaluation if they feel unwell.

For more information or to sign up to the service see our [website](#).

HELP TO LIVE AT HOME

Adapting more homes



The Community Occupational Therapy team has been busy helping people get the right equipment so they can live more easily at home. Over the past year they have helped over 1400 people. In addition 488 people had major adaptations carried out on their home such as the installation of easy-access showers and stair lifts.



Face-to-face support

In the past year we have increased our support workers from 10 to 13, they work alongside our social workers to help people with their day-to-day living. We used the Better Care Fund to commission 500 hours per week of recuperation at home and raised this to 800 hours during the winter period.



Person-centred help

In 2023 a new Mental Health and Complex Needs team was set up to help people with a diagnosed mental illness and other complex needs such as a history of substance misuse, rough sleeping and hoarding. The team supports people by focusing on each person's individual strengths and what matters to them.

Keeping people safe

Last year we partnered with Hoarding UK and the Bucks Fire Service to increase our awareness of hoarding and the challenges faced by those affected by it. To support people who want to clear their space, we set up a deep clean and declutter service. We also set up a monthly hoarding support group so people can meet others who are going through similar challenges.

"I found the group really helpful as it has people just like me and it's nice to know I am not on my own. The tips people in the group have given me helped me when I moved house."

More support for people with complex needs

Tackling Homelessness

Working with the Homelessness Partnership we opened a night shelter with 19 bed places. The service offers people a safe space to sleep and provides support from our specialist rough sleepers team to get secure accommodation and support. We commissioned two services – Barka UK which works with Central and East European nationals and Nightstop MK, where volunteer hosts offer young people (16 to 25) a bed for the night while we provide the on-going support. In May 2023 we launched a new floating support scheme with Connection Support, to help people who were sleeping rough stay in accommodation long term. Earlier this year we opened 70 new units for people in urgent need of temporary housing.

"At the toughest point of my life, I fell into homelessness in the blink of an eye. I want to say a massive thank you to night shelter and Council navigator Jo for really helping in a real bad time. I currently couldn't be happier!!"

24/7 Rapid Response

To meet the increase in need for mental health services in Milton Keynes, we recently expanded our Emergency Social Work team to enable us to provide a 24/7 Rapid Response out of hours emergency services for people in a crisis.

“Our key focus is on prevention - to help people develop their skill base and maximise their independence. We can do this by safeguarding their well-being, as well as promoting access to education and employment. In addition, we want to support people into suitable housing.”

Sarah Nickson
Mental Health & Complex
Needs

More support for people with mental health issues

Additional Expertise

An Advanced Approved Mental Health Practitioner (AMHP) role was introduced, to help re-focus the service so people can be assessed more swiftly – usually within 24 hours.

We're also introducing a Transition Worker to help young people with behavioural and mental health issues access care or housing once they leave hospital. In addition, a new Inpatient Social Worker will support people coming out of hospital - helping them settle back into the community more quickly.

“Safeguarding practitioners are passionate, supportive and experienced.” LGA Review 2023

WORKFORCE

Strengths-based practice

Over the past year we have been working with our Social Workers to develop strengths-based practice. This means working with people in a way which focuses on their abilities and how they can use what is around them to promote positive change in their lives.

"We wanted to build on the great work of our social workers to help them focus on every person's unique skills and assets. We offer training and workshops so they can reflect on what has gone well, and some of the barriers to working in a strengths-based way. This year we are also working with the Social Care Institute of Excellence to support us with developing more creative ways to engage with people."

**Poppy Tomalin,
Principal Social Worker, ASC Services**

The Well-12 and the Carer's Conversation are strengths-based assessment tools which are outcomes focused and will help our staff coordinate care that's more tailored to people's values and wishes.

Career progression

In 2022 we employed a Principal Social Worker, Principal Occupational Therapist and Practice Educator to help train and develop our staff.

We've also created progression pathways and opportunities for gaining formal qualifications in areas such as social work, occupational therapy and commissioning. When there was a need for management training we developed and ran a bespoke programme - demonstrating our flexibility and approach to tailoring our offer to meet the needs of our staff.

We have reviewed our training programme to refresh our learning offer so we can deliver learning opportunities in a more dynamic way - using multi-media, reflection and blended learning approaches.



**WHAT WE'RE
WORKING ON
NOW**

Listening to all voices

Milton Keynes is a diverse city, and we want to make sure we're working with people in a way which empowers and values their individuality, as well as their community.

Get involved

In 2023-2024 we'll be asking you to get involved to help improve our services. If you want to know more or take part, keep an eye on our [Get involved](#) page.

Working together for change

Shaping services together

In 2023 we launched our [commitment document](#) which sets out our vision of how we'll work inclusively with the people of MK. We also want our commitment values to be embraced by the services we commission and our partners, to do this we will be hosting the 'Every One of Us' event in October 2023.

We recognise we need to do more to include people who use our services in the planning of what we do and have a plan to help us do this.

**TELL US
WHAT YOU
THINK?**

We'd love to hear what you think of our first local account? To leave your feedback and any suggestions for the next edition - scan the code below or click [the link](#).

Milton Keynes City Council, Adult
Services Local Account



ASC SERVICES

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