



HOW DID WE DO?

Adult Social Care Local Account 2024 – 2025

An Easy Read Guide



www.rotherham.gov.uk

About the Local Account



This report will show the good work we did last year. It will also tell you about the hard work from our teams.



We will show you what we will focus on for the next year. We will also say what we need to do better.



This is Ian Spicer the Strategic Director of Adult Care, Housing and Public Health.



This is Councillor Baker-Rogers the Cabinet member for Adult Social Care.

Councillor Baker-Rogers and Ian Spicer's views on the Local Account



The Local Account looks back at the past year. It shows how we have helped people.



We celebrate the good work done and share our plans for the next year. The person is at the centre of everything we do. We aim to help everyone live their best lives.



We want everyone to have a say and be heard.

We are pleased that our Adult Social Care Co-Production Board will help with this.

What we want to do

We will help our residents to be safe, healthy, and live well.

Resident is someone who lives in Rotherham.



We will support everyone who needs care to live their best lives with people they love, close to home.

We will make sure they get the right help when they need it.



We want everyone to have the right information to make good choices.

We will make sure everyone has important relationships that support their strengths and needs.

Safeguarding Adults



Safeguarding means protecting people so they can live safely, free from abuse and neglect.



It also means helping people understand what abuse looks like. People should know how to spot the signs.

Safeguarding helps people speak up if they see something wrong. Reporting concerns is important.



The Rotherham Safeguarding Adults Board checks that safeguarding is working. They try to stop abuse and harm before they happen.

They make sure people are protected in a personal way.

More Safeguarding Adults



In 2024/2025 696 people had a new safeguarding **enquiry**.

864 enquiries were completed in total.

Enquiry is another word for a question.



Most enquiries were about Physical Support and Learning Disability Support.



At the end of 2024/2025, 96.7% of people said that what they wanted to happen had happened fully or happened a bit.

Our Purpose



We know everyone is different and has different needs and wants.



We understand that to help someone, we must know them well.



Adult social care helps people who need care and support.

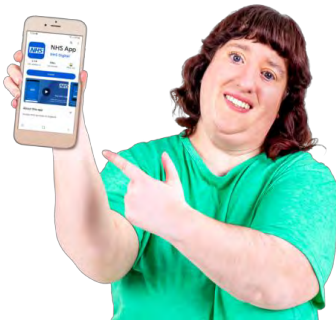
We help them live on their own, safe and well.

Our Purpose – Different types of help for people



Some help comes from special tools and gadgets.

This is sometimes called assistive technology or aids and adaptations.



You can also get advice and information.



There is help for family members who care for someone without getting paid, sometimes called unpaid carers.



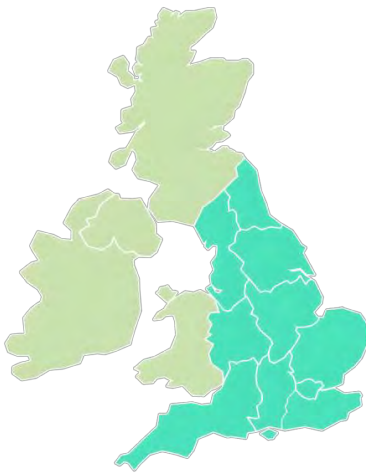
There is help like home care, day activities, or living in care homes.

Checks on care and support



The Adult Social Care Outcomes Framework (ASCOF) checks how well care and is given to people.

It shares local and national information to make sure care and support is working well for people



Care in Rotherham is good in some ways but needs to get better in others.

People using services, and carers, have a slightly lower quality of life compared to the England average.



Rotherham is very good at short-term care and support, with lots of people not needing more long-term support.

More young adults need residential care in Rotherham than the England average.

Good work in Rotherham



In 2024-2025 people who received care and support in Rotherham said that information for care is now simpler and easier to find.



People said new services and support helped people become more independent.



People were happy that extra funds improved care and support and a new facility is being built.



People said they like to give feedback about the care and support they have had, to make sure carers, people with learning disabilities, and autistic individuals are supported.

A Focus on Shared Lives



Shared Lives is when people who need support live with, or visit, a Shared Lives Carer in their home.



Care is not just about physical needs. It is also about feelings and having people to talk to.

Shared Lives is special because it helps both Carers and those that need support. This makes strong bonds and gives rewarding experiences.



It also gives people chance to learn new skills and join community activities.

Shared Lives allows you to live as part of a family giving you the opportunities to do the things you would like to do.

A Focus on Shared Lives



Shared Lives is for people with a learning disability, people with mental ill health, people with dementia and young people becoming adults.

Shared Lives newsletters are shared showing local events, activities people have done together and celebrating the Shared Lives community.



Shared Lives have strong relationships with local communities such as Rotherham Creative, Rotherham Minster and Rotherham Engineering Club.



Shared Lives Carers, and the cared for people, have face-to-face check-ins often. This is to make sure everyone has the support they need and are having positive experiences.

Shared Lives allows you to live as part of a family giving you the opportunities to do the things you would like to do.

The Difference Shared Lives Makes

Hayley, Anthony and Andrew's story: Hayley supports Anthony and Andrew to watch football matches and visit new places.

Together they travel to places like Cornwall and Scotland.

Sid's story: Sid has dementia and is supported by Karen to visit his wife, walk his dog and go to engineering club.

Recently, they visited Manchester Airport to see the Concorde as Sid remembers working on this as an engineer!

Gracie's story: with the support of her Shared Lives Carer Gracie has helped at a local food bank, learnt sign language and made many friends at local groups.

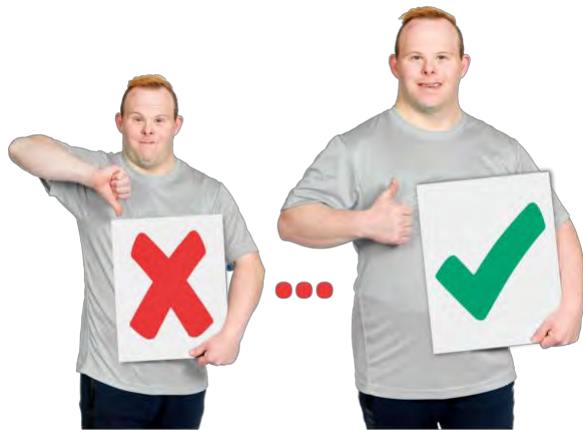
Gracie now has a job in Shared Lives!

June's story: June had lived with Carer Miriam since she was a baby and now has her own place. Miriam still supports June with day-to-day things, and they still enjoy holidays together.

Miriam has been a Carer for 50 years!



What we will focus on in 2025/2026



Feedback and Improvement: Use feedback to understand and improve care and support.



Support for Carers: Update the strategy with unpaid carers to help them get the support and resources they need.



Online Access: Create an online portal for self-assessment and information access.



Assistive Technologies: Get more technology to help people live more independently.

What we will focus on in 2025/2026



Employment: Improve job opportunities for young people with care needs.



Hospital Discharge: Implement a new system to support people returning home from the hospital.



Mental Health Support: Improve mental health services to help people live independently.

Collaborative Services: Work with partners to improve care and support services.

Voice of the resident – People living in Rotherham

In 2024/2025 we received 450 compliments and 63 complaints.

A very special thank you just to let you know your kindness means so much more than words can ever show.

I wanted to express my thanks for the excellent help and advice your worker gave to me when requesting support for my mum.



Thank you for your kindness, support and everything - it means so much.

Thank you for arranging funding for the respite...it is really appreciated. Please pass on our sincere thanks.

Voice of the resident – People living in Rotherham



Complaints have stayed low, with 63 received in 2024/2025.

Most complaints (92%) were resolved at the first stage.



Complaints were mainly about assessment timeliness and outcomes.

To address this, more information and additional social work staff have been provided.



A new appeals process was launched, but no appeals were received in 2024/2025.

The Best Work of our Lives



Janet's Story: Janet received help from the Mental Health Enablement Team to improve her mental and physical health.

She followed a plan that helped her sort out her home, improve self-care, and catch up with her studies. She also rebuilt family relationships.

Mental Health Enablement team helps people to improve the thoughts and feelings in their mind to live a healthier and happier life.



Brenda's Story: Brenda, an older lady with COPD, received support from hospital and community teams.

After a short stay in a care home, her health improved a lot.

She returned home with a small amount of support and then no longer needed a care package, just having some help from her daughter.

COPD is a lung disease that makes it hard to breathe, often caused by smoking or breathing in harmful things for a long time.

The Best Work of our Lives



Sarah's Story:

Sarah has been a full-time carer for her son, who has multiple health needs, for 18 years.

Despite the financial and personal challenges, she is proud of helping him attend mainstream school and college.



Sarah finds connecting with other carers through local groups and social media essential for support and friendship.

Social media is a way for people to connect and share information online.



Sarah believes that everyone should understand the role of a carer. It is important because many people depend on them to live full lives.

Here are some useful contacts

1. Adult Safeguarding (Adult Contact Team) – 01709 822330
2. Children's Safeguarding (MASH Team) – 01709 336080
3. Mental Health Crisis Team – 0800 6529571
4. RDASH Switchboard – 03000 213000
5. Housing Services – 01709 336009
6. Reablement Services – 01709 336096
7. Shared Lives – 01709 334948
8. Supported Employment – 01709 249600
9. Age UK Rotherham – 01709 835214
10. Citizen's Advice Bureau – 0808 2787911