



**Easy
Read**



How well we support adults in Bristol

An Easy Read version of our self-assessment
of Adult Social Care in Bristol, published in
July 2024.



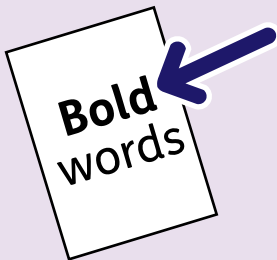
Easy Read



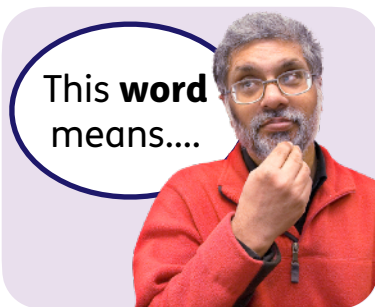
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This booklet is from Bristol City Council Adult **Social Care**.

Social care is support for people who need some help with everyday life, like washing or eating.



We have looked at how well we are supporting adults in Bristol.

This booklet will tell you about:



- What we do well and are proud of.



- What is more difficult.



- What we are doing or have already done to make our services better.

Working with people

Looking at what people need

What we do well:



- We have good staff who work hard to support people in the way that they need.



- We work well with groups that listen to what carers think about what we do.

What is more difficult:



- We know that people are waiting too long for help.



- This is because we do not have enough staff to help them.



Some people have also said that it can be hard to know who to talk to to get the help they need.

What we are doing or have done:



- We have worked hard so that people get the help they need quicker.



- We have paid for extra staff to get people help quicker.



- We have made it easier for staff to understand how to do their jobs.

Supporting people to live healthier lives

What we do well:



- Our **reablement** service is good at helping people learn to look after themselves as much as they can.

Reablement is support for people to live at home again after they have been in hospital.



- People say they get good help from **occupational therapists** and have to go to hospital less often.

An **occupational therapist** helps people who are ill or have a disability to get better at doing everyday tasks.



- A group called the **Support Options Forum** helps staff support people to live the lives they want.

What is more difficult:



- We need to make it easier for people who need help to get the right information.



- We want to make it easier for people to use **Direct Payments** to help people live on their own.

Direct Payments are paid from a local council to a person who needs support with their health or care. They can arrange the help themselves.

What we are doing or have done:



- We are making a new way for people to get information about services, called a **Directory of Services**.

What else we are doing or have done:



- We are trying a new way to make sure that people get help from the service that is best for them.



- We are helping more people get Direct Payments.



- We are working to give equipment to people who need it in 6 weeks instead of 8 weeks.

Working together to support people

What we do well:

- We are working together in new ways to support people who have more than one type of problem, like:



- Being homeless.



- Having problems with their **mental health**.

Mental health is the way you think, feel and behave.



- Using illegal drugs or drinking too much alcohol.



- Violence or **abuse**.

Abuse is when someone hurts you or treats you badly.

What else we do well:



- We are working with other organisations on **health inequality**.

Health inequality is when some groups of people have worse health than others.



- We are working with other organisations to help us give better services to autistic people.

What is more difficult:



- We need to find out more about what makes it difficult for people to get the services they need.



- We need to make sure we get information about people who use our services so we can check for health inequality.



We also need to talk to people who use our services to find out if anything made it difficult to get the help they needed.

What we are doing or have done:



- We are helping staff to get the information we need from people who use our services.



- We will keep working with the NHS and other organisations to get information about health inequalities.



- We will work with other organisations to find out more about what services people need.



- We are working to help even more people get Direct Payments.

Supporting people

The support we give

What we do well:



- Our services are better than most councils in England.



- We have enough staff to support people to stay in their own homes.



- We make sure we charge a fair price for our services.



- We are working with other teams in the council to make sure there are enough places for people to live.

What is more difficult:

- It is difficult to get enough support for people who:



- Have learning disabilities which mean they find it very difficult to do things for themselves.



- Have problems with their mental health.



- Need help very quickly.



- We need more homes for people who need care at home.



- We want to find ways to give people more choice about what services they need.

What we are doing or have done:



- We are working with other organisations to give services that are not being given at the moment.



- We have worked together with a group of people who use our services to make the services better.



- We are working to find more places for people to live that meet their needs.

Working together

What we do well:



- We have a meeting called a **Provider Forum**, which works well to help us talk to other organisations about our plans.



- Teams have worked together well to help people who are leaving hospital.



- We have worked with other organisations to make our services better.

What is more difficult:



- Not having a lot of money makes it difficult to give the services we want.



- Our teams need to keep working together to support people.



- We need to work more with NHS organisations.

What we are doing or have done:



- We have good information about how many people with learning disabilities there are in Bristol, and what services they need.

What else we are doing or have done:



- We are building new homes for people with learning disabilities and autistic people.



- We want to build even more homes and give more services to people with learning disabilities and autistic people.



- We want to do more to support people with learning disabilities, especially young people or people leaving hospital.



- We plan to work with Age UK to help people leaving hospital.



- We are looking at new ways to help people stay in their homes and not go into hospital.

Keeping people safe

Working with younger people

What we do well:



- We make sure we have information about young people who will start to use our services when they become adults.



- We make sure that organisations that give services for us can tell us when they need support.

What is more difficult:



- We need to plan more to help young people move to adult services.



- We need to make sure we have enough homes and services for young people who move to adult services.



- We need to keep young people safe when they move to adult services.

What we are doing or have done:



- We are working with other organisations to help young people who are moving to adult services.



- We are making sure we check the services that other organisations give to young people.

Keeping everyone safe

What we do well:



- We share information with other organisations to do the best for people who use our services.



- We have new ways of making decisions to help keep people safe.

What is more difficult:



- We need to do more to listen to people who were not kept safe.



- We need to make sure that we do what is in our plans to keep people safe.



- We need to work together with other teams and organisations to keep everyone safe.

What we are doing or have done:



- We are doing more checks on how we keep people safe.



- We are trying a new way to help teams and organisations work together to keep people safe called a Multi-Agency Safeguarding Hub (MASH).



- We are trying a new way to help people look after their money.

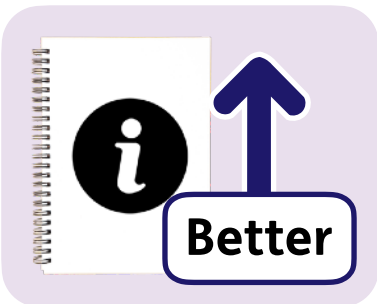
Making decisions

How we make decisions

What we do well:



- We worked with people who have used our services to decide how to work in the future.



- We are working to get better information about people who use our services.



- We want our staff to have the confidence to use this information to make decisions.



- We keep learning and finding ways to do our work better.

What is more difficult:



- Sometimes it can be difficult or take too long for people to get the help they need.



- We do not always have enough staff.



- We do not have a lot of money.



- More people in Bristol need more of our services.



- We know that trying to save money for a long time has been difficult for our staff.



We also need to think about how we can do more to help people live good lives.

What we are doing or have done:

- We asked staff what we could do better, so we are now:



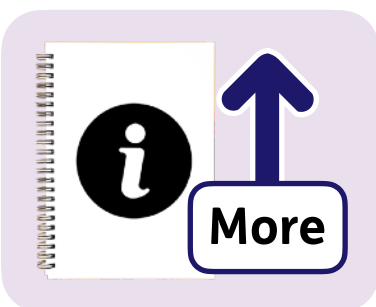
- Telling staff more about what our leaders are doing.



- Listening to what staff think more.



- We are paying some staff more, which means they are happier and stay working with us.



- We are getting more information to help us plan and check our services.

Learning and doing better

What we do well:



- We help new staff learn the skills they need to do their job well.



- We have plans to make sure that staff from all **ethnic backgrounds** are treated fairly at work.

Ethnic background is someone's race and the country that their family comes from.



- We make sure that everyone has the chance to learn the skills to do their job.



- We use information to make decisions about our services.

What is more difficult:



- We want to make sure we listen to people who have used our services when we make decisions.



- We need to do more to keep people safe.

What we are doing or have done:



- We are changing how we work to help people who have had bad experiences in their lives.



- Different teams are working together to help keep people safe.

Find out more



You can look at our website here:
www.bristol.gov.uk/residents/social-care-and-health/adults-and-older-people

You can contact us by:



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