

Torbay Adult Social Care

Local Account Summary
2025-2026



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Forewords

Cllr Hayley Tranter, Torbay Council's Cabinet Member for Adult and Community Services, Public Health and Inequalities



Welcome to this year's annual report, which I hope you will enjoy reading.

Adult social care supports people to remain independent, connected to their communities and able to live the lives they choose.

This report intends to reflect both the achievements of the past year and the work still needed to meet future challenges.

Torbay has one of the oldest populations in the South West, and demand for support continues to grow.

At the same time, we must address the inequalities that impact the health and wellbeing of many local people. Against this backdrop, our staff, carers, providers, volunteers and partners continue to make a positive difference every day and you can read some good examples of this from professionals in the report.

We celebrate our CQC Good rating but also recognise there's more work to be done – whether that's through supporting carers, expanding housing options, strengthening our workforce or responding to growing mental health needs.

By working collaboratively, we will continue to improve services and deliver the support people need to live well, remain independent and achieve the outcomes that matter most to them.

Anna Coles – Director of Adults and Community Services, Torbay Council Torbay Council



I am pleased to introduce this Adult Social Care Annual Report for 2025/26.

This year's report highlights the work we've carried out with partners, residents, carers and communities to support people to live healthy, independent and fulfilling lives.

It also reflects a year of improvement, learning and preparation for the future.

Torbay's population continues to grow – this brings increased demand for care and support.

More people are living longer with complex health needs, while inequalities continue to affect health and wellbeing across our communities.

These challenges reinforce the importance of prevention, early intervention and helping people to stay independent for as long as possible.

Despite these pressures, there is much to celebrate. During the year we achieved a Good rating in our first Care Quality Commission assessment.

We've also improved satisfaction with adult social care services, expanded reablement and community-based support, increased our focus on housing, strengthened support for unpaid carers and developed stronger relationships with our local care providers. We have continued to place lived experience at the centre of service development through co-production and engagement.

As we prepare for the transfer of adult social care functions to Torbay Council in April 2027, joint working will remain fundamental to our success and ensure a smooth and seamless transition. The changes in the delivery of Adult Social Care in Torbay will provide an opportunity to work with our communities to redesign how we better meet the needs of our residents over the years to come, ensuring individuals are supported to thrive and prosper in Torbay.

I would like to thank our staff, partners, carers and residents for their continued commitment and contribution throughout the year.

Joe Teape Chief Executive, Torbay and South Devon NHS Foundation Trust



We're pleased to present Torbay's adult social care Local Account for 2025/26. This report reflects the dedication, compassion and professionalism of the people who deliver, support and shape adult social care across Torbay. We're incredibly proud of our colleagues and the difference they make every day. Working alongside carers, providers, community organisations and partner agencies, they help people to live as independently as possible, stay connected to their communities and achieve the outcomes that matter most to them.

During the past year, our teams have continued to support people through increasing demand, growing complexity of need and ongoing challenges across the wider health and care system. Throughout this, their commitment to providing high-quality, person-centred care has remained unwavering and we'd like to thank them for everything they do.

This has also been an important year for adult social care in Torbay. Following the formal decision by the Torbay and South Devon NHS Foundation Trust Board to serve notice on the Section 75 agreement, we're now working closely with Torbay Council to support the transfer of adult social care services from 01 April 2027.

We recognise the complexity of this programme and the change it represents. There is a shared commitment across our organisation, Torbay Council and our partners to ensure a smooth transition for colleagues, providers and the people who rely on our services. Maintaining joined-up working across health and social care, while continuing to ensure the safe delivery of adult social care, will remain a priority throughout this process and beyond.

This report highlights our achievements, challenges and learning from the past year, and the continued commitment of everyone involved in supporting people across Torbay.

Local account summary introduction:

Welcome to Torbay's Adult Social Care Local Account Summary for 2025/26. This report explains how Adult Social Care is supporting people in Torbay to live healthy, independent and fulfilling lives. It highlights the difference that services, carers, community organisations and partner agencies make every day, while being honest about the challenges we face and where we need to improve.

The report brings together information about the experiences and outcomes of people who draw on care and support, unpaid carers, local communities and our workforce. It reflects our commitment to being open and transparent about our performance and how we are working to ensure people receive the right support, at the right time, in the right way.

This report is informed by performance information, feedback from people with lived experience, carers, partners and staff, and learning from our quality assurance and improvement activity. Together, these insights help us understand what is working well and where we need to focus our efforts.

thriving communities where people can prosper

Our vision is for thriving communities where people can prosper. We want every resident to have a place to call home, be connected to their community, and be supported to achieve the outcomes that matter most to them through high-quality care and support.

During 2025/26, Adult Social Care continued to support people against a backdrop of rising demand, increasing complexity of need and ongoing financial pressures. Despite these challenges, we made significant progress in strengthening prevention and early intervention, expanding reablement and technology-enabled care, and improving access to support.

A significant milestone during the year was our first assessment under the Care Quality Commission's new assurance framework. Following the assessment in September 2025, Torbay received an overall rating of Good, recognising the commitment of our workforce, partners and communities to supporting people to achieve the outcomes that matter most to them. The final report was published in December 2025. The full report can be read here: [Torbay Council: local authority assessment - Care Quality Commission](#)

Inspected and rated

Good



Following a decision made at the end of March 2026 by Torbay and South Devon NHS Foundation Trust to end the current Section 75 agreement, preparation is underway for the return of Adult Social Care functions from Torbay and South Devon NHS Foundation Trust to Torbay Council in April 2027. The Section 75 agreement is the legal partnership arrangement between Torbay

Council, Torbay and South Devon NHS Foundation Trust and NHS Devon Integrated Care Board (ICB) that has enabled the integration of health and social care services across Torbay. Through shared governance, delegated responsibilities and pooled resources, the arrangement has supported the delivery of joined-up care and improved outcomes for local people. While this represents a significant organisational change, our focus remains unchanged: delivery of our statutory duties in supporting people to remain independent, connected to their communities and in control of their lives for as long as possible.

Throughout this report, you will find examples of the difference Adult Social Care is making across Torbay, the experiences of people who draw on support and care, and the priorities that will guide our improvement journey in the year ahead.

Our community

At a glance

- Around 140,000 people live in Torbay.
- More than one in four residents are aged 65 and over.
- The population aged over 65 is expected to continue growing.
- Health inequalities continue to affect some communities more than others.

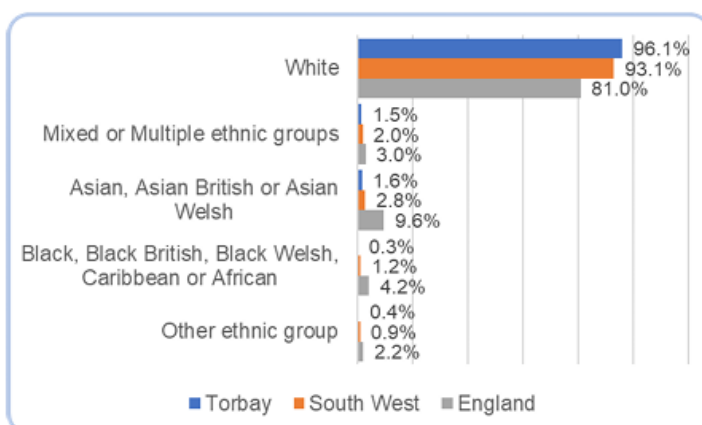
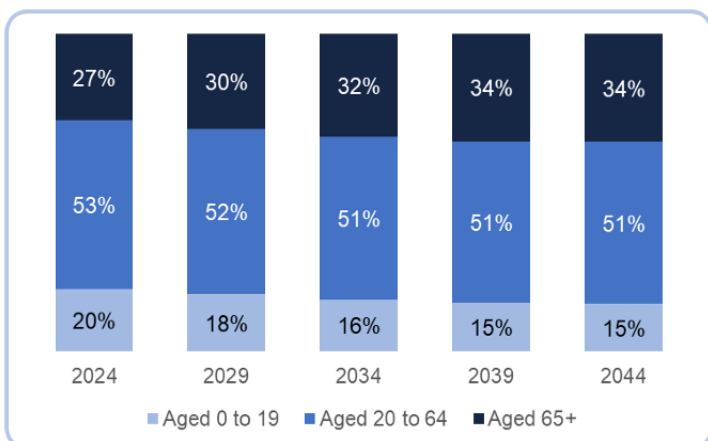
Torbay is home to around 140,000 residents and has one of the oldest population profiles in the South West. More than a quarter of people living in Torbay are aged 65 and over, and this proportion is expected to continue growing over the coming decades. This creates increasing

demand for health, social care and community support services, making it more important than ever that people can access the right support at the right time.

Life expectancy in Torbay is around 79 years for men and 83 years for women. However, significant inequalities remain, with people living in the most deprived communities experiencing shorter lives and poorer health outcomes. Many people also spend a

significant number of later years living with ill health, highlighting the importance of early intervention, prevention and support.

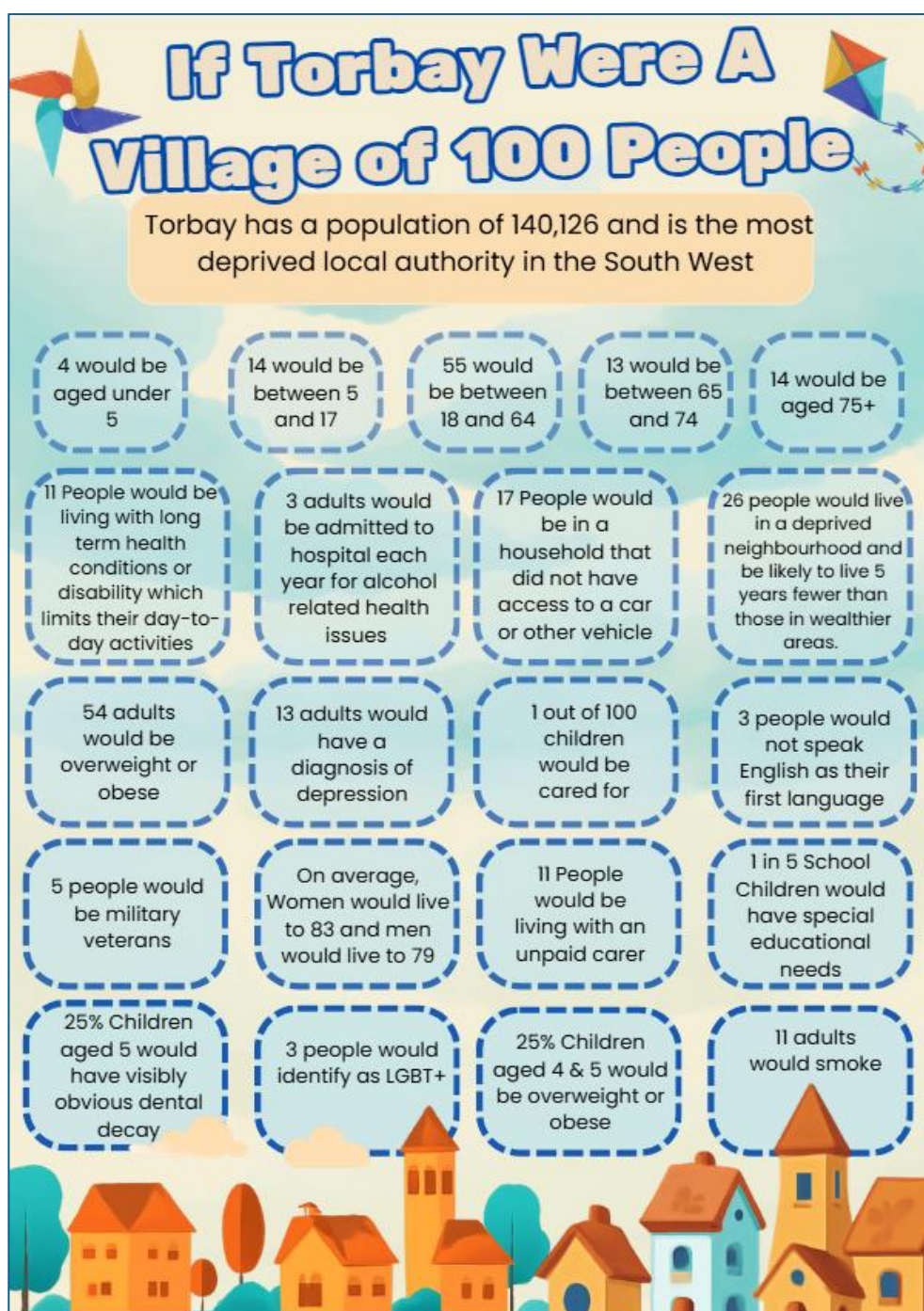
Torbay's population is becoming increasingly diverse, particularly amongst younger age groups. At the same time, population growth, an ageing population and increasing levels of complex health need are placing greater demand on health and social care services.

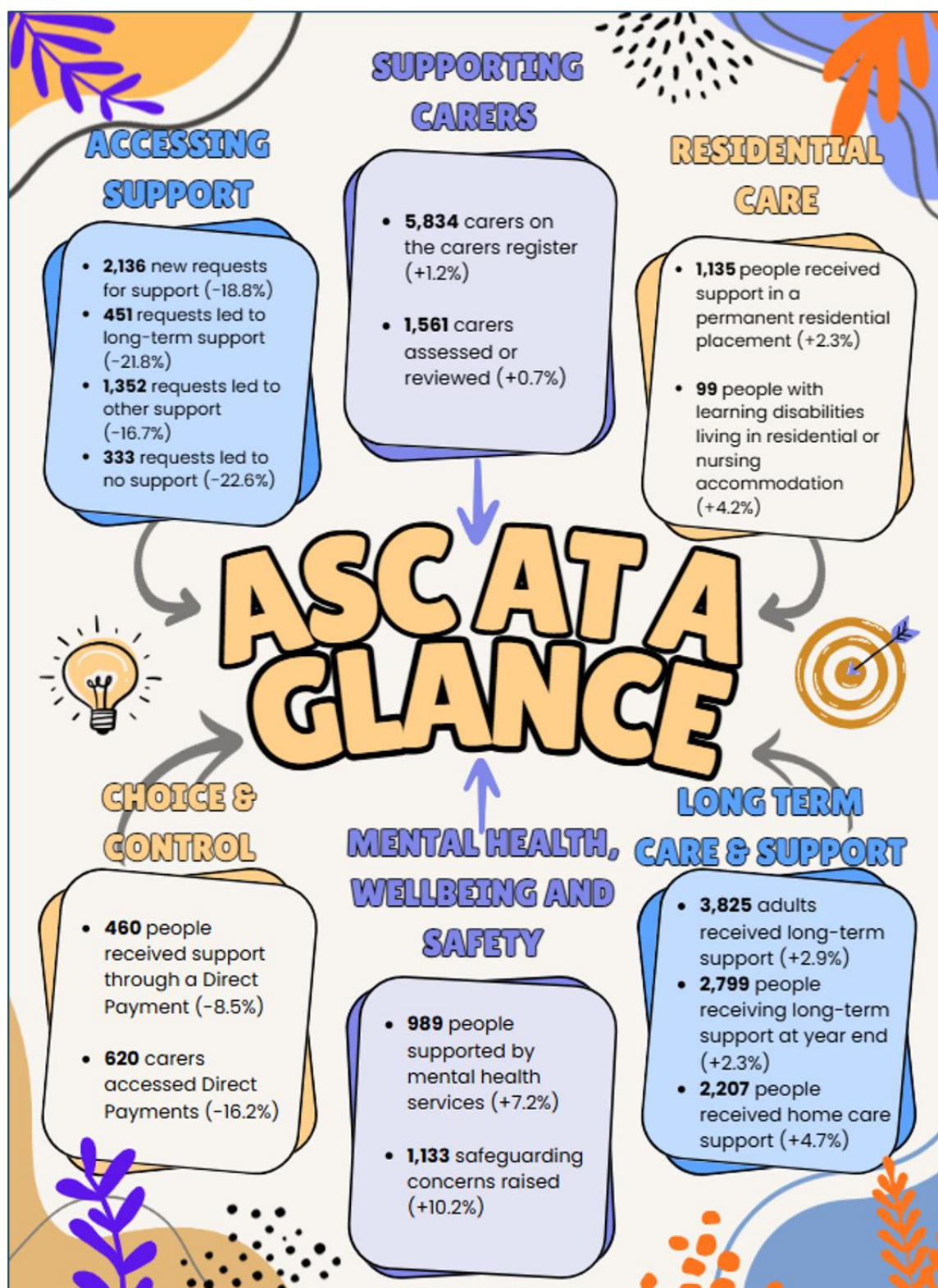


These challenges shape how Adult Social Care plans and delivers support. Our priority is to help people remain independent, connected and well for as long as possible. This includes supporting unpaid carers, reducing loneliness and isolation, promoting wellbeing and ensuring people can access the right information, advice and support when they need it

What does this mean for you?

As more people live longer and develop complex health and care needs, demand for support is increasing. We are working to help people stay healthy, independent and connected to their communities for as long as possible by investing in prevention, supporting unpaid carers, strengthening community services and improving access to information, advice and support. We also continue to work with partners to reduce inequalities and improve outcomes for people across Torbay.





During 2025/26, more than 2,100 people contacted Adult Social Care for advice, information or support. While the number of people making initial contact reduced compared with the previous year, the proportion of people receiving ongoing long-term support remained consistent.

Demand for mental health support continued to grow, with more people receiving support from our mental health social care services. The number of unpaid carers identified and connected to support also increased during the year.

We have continued to improve how we understand and monitor the quality of Adult Social Care services. By using performance information, feedback and learning from people who draw on support, carers, staff and partner organisations, we are better able to identify what is working well and where improvements are needed.

Adult Social Care services continue to be delivered through close partnership working between Torbay Council, Torbay and South Devon NHS Foundation Trust, community organisations, independent providers and local residents. While Adult Social Care services will return to Torbay Council in April 2027, working together with partners will remain essential to improving outcomes for people in Torbay.

What does this mean for you?

We are working to make it easier for people to access support and ensuring services respond to changing levels of demand. By working closely with health services, community organisations and local providers, we aim to help people get the right support at the right time and improve outcomes for residents, carers and families.

Performance summary

We are proud of the progress made across Adult Social Care during 2025/26, particularly in supporting people to remain independent, strengthening partnerships and improving outcomes. However, we also recognise there are areas where we need to improve. The summary below highlights both our achievements and our priorities for the year ahead.

What we are proud of

- Good CQC assessment outcome.
- Increased satisfaction with Adult Social Care services (71.7%).
- Strong outcomes for unpaid carers, with more carers identified and supported.
- Significant increase in people with learning disabilities living in their own home or with family (84.6%).
- Expansion of reablement and community-based support.
- Strong engagement with Learning Disability and Autism Partnership Boards.
- Increased opportunities for co-production and lived experience involvement.
- Publication of the Autism Strategy and continued delivery of The Big Plan for people with learning disabilities

Where we need to improve

- Support for carers, including increasing carer satisfaction and access to Direct Payments.
- Expanding housing and accommodation options for people with care and support needs.
- Improving workforce recruitment and retention.
- Increasing awareness and uptake of Direct Payments generally.
- Responding to growing demand for mental health support.
- Improving access to information and advice about available services.
- Continuing to reduce reliance on residential care
- Improve safeguarding outcomes

Our priorities

Everything we do is guided by four priorities which reflect what people have told us matters most. Throughout this report you will see examples of how we are delivering these priorities today and how we will continue to improve services in the future.

1. Focused on outcomes and wellbeing

"My care and support focuses on promoting my wellbeing in all its facets and the outcomes that matter most to me."

How we are delivering this:

- Supporting people to remain independent through reablement, recovery and community support.
- Promoting wellbeing through strengths-based practice and preventative services.
- Protecting people's rights through safeguarding, advocacy and person-centred support.

How we will move this forward

- Improve how we measure and demonstrate outcomes for people.
- Expand reablement, technology-enabled care and community-based support.
- Increase involvement of people with lived experience in shaping services.

What does this mean for you?

You can expect support that focuses on your strengths, promotes your wellbeing and helps you remain as independent as possible. We will work in partnership with you, your family, carers and communities to provide the right support at the right time, ensuring your voice is heard and the outcomes that matter to you are achieved.

2. Personalised, co-created and flexible

"I have a say in shaping my care and support and it adapts as my needs change."

How we are delivering this

- Listening to people through co-production and lived experience activities.
- Supporting partnership boards and advocacy services.
- Improving access to information in a range of formats.

How we will move this forward

- Increase awareness and use of Direct Payments.
- Launch a new Personal Assistant recruitment platform.
- Further strengthen co-production and personalised support planning.

What does this mean for you?

You will be supported to have a stronger voice in the decisions that affect your life. Through co-production, advocacy, accessible information and personalised support options, we will help you

make informed choices, exercise greater choice and control, and design support that works best for you.

3. Proactive and preventative

"I can access support early to help me stay healthy, independent and connected to my community."

How we are delivering this

- Investing in prevention, reablement and community support.
- Supporting unpaid carers before their needs escalate.
- Expanding the use of technology to support independent living.

How we will move this forward

- Develop a Universal Front Door for information, advice and support.
- Increase access to preventative and community-based services.
- Strengthen support for unpaid carers and earlier intervention.

What does this mean for you?

You will be supported to stay independent and well for longer through earlier access to information, advice and practical support. By investing in prevention, community services, technology-enabled care and support for carers, we will help you get the right support at the right time, reducing the need for crisis intervention and enabling you to achieve the outcomes that matter most to you.

4. Integrated and coordinated

"The care and support I receive is joined up around my needs and those of my carers."

How we are delivering this

- Working closely with health, housing and community partners.
- Supporting people through Home First and hospital discharge pathways.
- Improving transitions between children's and adult services.

How we will move this forward

- Develop more joined-up pathways across health, housing and social care.
- Expand housing, supported living and extra care options.
- Ensure Adult Social Care services continue to be joined up and accessible as functions return to Torbay Council in April 2027

What does this mean for you?

You will benefit from more coordinated and accessible support, with health, housing, social care and community services working together around your needs. We will improve support during important life transitions, provide a wider range of housing and care options, and ensure services

remain joined up as Adult Social Care functions return to Torbay Council in April 2027, helping you achieve the outcomes that matter most to you.

What matters to people

At a Glance

- Feedback is gathered through Torbay Voices, surveys and partnership boards.
- People with lived experience help shape services and priorities.
- Carers highlighted the importance of communication and involvement in decision-making.

Everything starts with listening to people and acting on what they tell us.

Throughout the year, unpaid carers, people with learning disabilities and autism, care home residents, families and people who draw on care and support helped shape services and priorities. Through Torbay Voices, the Amplifying People's Voices project, partnership boards, surveys and co-production activities, people shared their experiences and influenced how services are designed and improved.

Feedback from carers highlighted the importance of clear communication, being involved in decisions and understanding how services work together. Listening to this feedback has contributed to improved outcomes for carers, including increased satisfaction with Adult Social Care services and improvements in quality of life.

Performance Measures Adult Social Care Outcomes Framework (ASCOF) Carers Survey 2024/25 Version 5.5b Outturns 2016/17 to 2024/5 with National Quartile

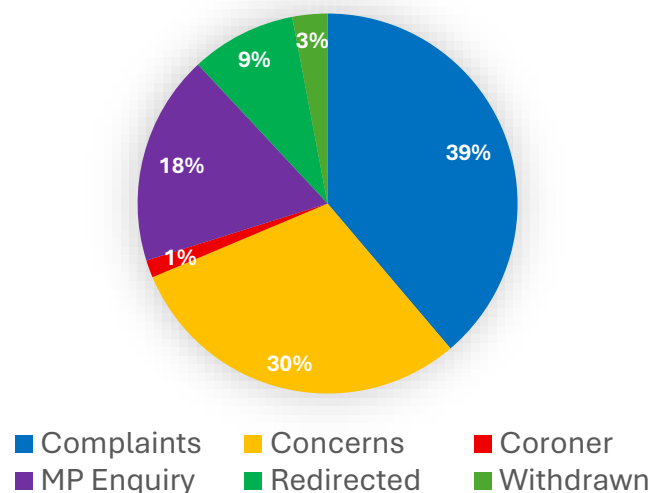
Domain & KPI	Frame work / Sourc	2016/17 Outturn	2018/19 Outturn	2021/22 Outturn	2023/ 24 outturn	2025/ 26 outturn	2016/17 Quartile	2018/19 Quartile	2021/22 Quartile	2023/ 24	AWAIT
ASC 1D: Carer-reported quality of life	ASCOF	7.8	7.5	7.4	7.2	7.8	Q2	Q2	Q1	Q2	
	SACE Survey										
ASC 1I part 2: Proportion of carers who reported that they had as much social contact as they would like	ASCOF	34.4%	32.4%	34.4%	29.8%	36.8%	Q2	Q2	Q1	Q2	
	SACE Survey										
ASC 3B: Overall satisfaction of carers with social services	ASCOF	37.9%	41.2%	45.9%	35.9%	43.2%	Q3	Q2	Q1	Q3	
	SACE Survey										
ASC 3C: The proportion of carers who report that they have been included or consulted in discussions about the person they care for	ASCOF	71.7%	70.4%	71.3%	65.5%	70.0%	Q2	Q2	Q1	Q3	
	SACE Survey										
ASC 3D part 2: The proportion of carers who find it easy to find information about services	ASCOF	73.6%	72.2%	61.4%	64.7%	72.1%	Q1	Q1	Q2	Q1	
	SACE Survey										

We also strengthened the voice of people with lived experience through our Learning Disability and Autism Partnership Boards, helping ensure services promote independence, choice, control and access to information in ways that meet people's needs.

Listening also means learning when things do not go as expected. During 2025/26, Adult Social Care received 67 complaints, concerns and enquiries. We use this feedback to improve services, support staff development and strengthen the quality of care and support we provide.

By listening, learning and working alongside people, we continue to ensure services reflect what matters most to the communities we serve.

**Torbay Adult Social Care - Complaints
2025-2026**



What does this mean for you?

Your voice matters. Feedback from people who use services, carers and families helps shape services, influence future priorities and improve the support available across Torbay.

Working with people: supporting independence

People tell us that they want to remain connected to their families, communities and interests while accessing the support they need. We promote community resources, technology, reablement and preventative support before long-term services are considered. Our approach is based on strengths, independence and choice.

Supporting independence remains at the heart of Adult Social Care. During the year, we have continued to strengthen prevention, improve access to information, advice and guidance, and develop services to ensure people receive the right support at the right time. Through our continued focus on improvement, we are strengthening quality, consistency and outcomes across our services

Front door and access to services

At a glance

- The way people access services was reviewed and improved, helping people get support more quickly and easily.
- Access to community support was strengthened, helping people find local services that promote independence and wellbeing.
- Work has begun on creating a Universal Front Door, a single point of access designed to make it easier for people to find the right information, advice and support.

People have told us they want clear information and to be directed to the right support first time. During 2025/26, we improved how people access Adult Social Care by reviewing referral processes, working closely with partners and strengthening links with community and voluntary sector organisations. These changes have helped more people access support earlier and reduced the need for formal assessments where alternative support is available.

We introduced a new Front Door model that has reduced unnecessary hand-offs between teams, improved continuity and helped resolve concerns more quickly. We also improved access to information, advice and support through the Torbay Communities Helpline and strengthened our focus on helping people build on their own strengths, relationships and community connections.

We are continuing this work through the development of a Universal Front Door, which will provide a simpler and more consistent way for people to access advice, information, support and care. This includes improving access across telephone, digital and community services, making information easier to find and reducing barriers to support.

Future work will focus on improving accessibility, enhancing digital services and making it easier for people to find the right support when they need it.

What does this mean for you?

We want it to be easier to find help, advice and information without being passed between multiple services. Our aim is to provide quicker access to support, reduce unnecessary delays and help people get the right support at the right time.

Transforming adult social care

At a glance

- Continued to improve access to information, advice and support, helping people get the help they need more easily.
- Focused on prevention and early intervention, helping people stay independent and maintain their wellbeing for longer.
- Began planning for the return of Adult Social Care services to Torbay Council in April 2027, ensuring services remain safe, effective and focused on people's needs during the transition.

People tell us that more could be done to improve their outcomes and make services easier to access. During 2025/26, Adult Social Care continued to strengthen support across Torbay by improving access to services, promoting prevention and early intervention, and helping more people remain independent, well and connected to their communities. We have also continued to develop our transformation programme to improve outcomes and ensure services can meet future demand.

Following a decision by Torbay and South Devon NHS Foundation Trust to end the current Section 75 agreement, preparations are underway for Adult Social Care services to return to Torbay Council in April 2027. This work is being delivered jointly to ensure continuity of support for people who draw on care and support, carers, staff and partners throughout the transition

What does this mean for you?

We are working to make Adult Social Care easier to access, more responsive to people's needs and sustainable for the future. As services transition back to Torbay Council, our priority is to ensure people continue to receive high-quality, joined-up support without disruption.

Specialist services supporting independence

At a glance

- 916 people were supported by Mental Health Social Care Teams.
- Specialist service teams helped people remain independent at home and in their communities.
- People with lived experience continued to shape services through Learning Disability and Autism Partnership Boards.
- Young people were supported to prepare for adulthood, education, employment and independent living.

Adult Social Care provides support through a range of specialist teams, working alongside people, families and partners to promote wellbeing, independence and choice.

During 2025/26, our Mental Health Social Care Teams supported 916 people with serious and enduring mental health needs, while Older People's Mental Health Services helped people living with dementia and other mental health conditions remain independent and supported carers in their role. Demand for mental health support continued to grow throughout the year.

Our Sensory Services Team provided rehabilitation, equipment, advice and practical support to help people with sight and hearing loss remain independent and connected to their communities. We also continued to strengthen transitions into adulthood, helping young people prepare for independent living, education, employment and community participation.

People with lived experience continued to play an important role in shaping services through our Learning Disability and Autism Partnership Boards, helping influence areas such as accessibility, housing, community inclusion and reasonable adjustments.

Our Arranging Support Team and Emergency Duty Service continued to work alongside families, providers and professionals to ensure people could access support when they needed it, including during periods of crisis and outside normal office hours.

As demand and complexity continue to increase, we remain focused on delivering coordinated, person-centred support that helps people achieve the outcomes that matter most to them.

Listening and learning from people's experiences

People's experiences help us understand what is working well and where we need to improve. Throughout the year, people who draw on care and support, carers, families and partner organisations shared feedback about their experiences of Adult Social Care services. This feedback helps us improve services, strengthen professional practice and ensure support remains focused on the outcomes that matter most to local people.

The infographic below provides an overview of the feedback received during 2025/26. All feedback helps us learn and improve the support we provide.

Making a Difference: Feedback from People We Support



"Thank you for the support, advice and guidance you have provided. This has been invaluable... The equipment recommendations were especially helpful and are already having a positive impact on my quality of life."
- Sensory Team

"Thank you so very much for your kindness and care over the past 24 hours... We felt really listened to for the first time in I don't know how many years... We've felt well informed and cared about throughout this horrible process...."
- Emergency Duty Team

"I really look forward to coming to this group. I can speak freely, get useful advice and meet understanding people."
- Carers Service

"The representative felt fully listened to and included and he had nothing but praise for the social worker involved... 'Start to finish, really good'.
- Safeguarding Team

"We really appreciate the lengths that were went to for the transition to go smoothly... the feedback from the home has been nothing but amazing. It's lovely when things go well, and we want to recognise the work that supported this."
- Older Peoples Mental Health

"Within the OPMHT the CHES team play a vital role... there is always someone we can contact for any support or advice... Dave Pike and the team have supported us for many years... Brilliant team of professionals."
- CHES Team

"Cavan took the time to understand John's wishes during a complex accommodation move and never rushed decisions. As a Mental Health Specialist Occupational Therapist, I recognised the exceptional, meticulous, tenacious and person-centred support he provided throughout."
- Adults Mental Health Team

"My father and I have been somewhat taken aback by the kindness that has been shown by Emma and her team... We cannot thank you enough and a comfort knowing that you are there, should we need help or advice in the future."
- Sensory Team

"The safeguarded person... felt supported, listened to and fully included... the social worker was amazing."
- Safeguarding Team

We also continue to learn from people with lived experience. Autism Ambassador Heidi shares her experience of autism in Torbay, her involvement in local support and advocacy, and how she is helping to improve understanding of autism across health and social care through her role as an Oliver McGowan Trainer. Heidi's story highlights the importance of listening to people's experiences and ensuring services are shaped by the people who use them.

Watch: [Autism Ambassadors: Heidi's Story](#)

Feedback received during the year consistently highlighted the importance of compassionate, person-centred support and the positive difference it can make to people's lives. People told us they value support that helps them remain independent, stay connected to their communities and have a voice in decisions about their care and support. We will continue to use feedback from people, families and carers to shape and improve Adult Social Care services across Torbay.

What does this mean for you?

People receive support that is tailored to their individual needs, helps them maintain their independence and enables them to stay connected to their communities. Specialist services provide support at different stages of life and during times of increased need, while feedback from people, families and carers helps shape services and improve how support is delivered. This means people have a stronger voice in decisions that affect them and benefit from services that are informed by lived experience and focused on the outcomes that matter most.

Supporting unpaid carers

At a glance

- 5,834 carers were registered with Torbay Carers.
- More than 1,800 carers received support, advice or wellbeing interventions.
- AI tool "Bridgit" was launched to provide online support for carers.
- Replacement care options expanded during the year, helping unpaid carers take a break from their caring responsibilities while maintaining continuity of support.

Unpaid carers play a vital role in helping people remain independent, connected to their communities and able to live well at home. During 2025/26, 5,834 carers were registered with Torbay Carers and 1,861 carers received support, assessments, reviews or wellbeing interventions. Feedback from the National Carers Survey also showed improving experiences and outcomes for carers.

Throughout the year, we continued to strengthen the information, advice and support available to carers. This included the launch of Bridgit, a new digital platform providing information and planning tools, alongside continued support through Signposts for Carers, the Torbay Carers Passport and Carer Support Workers based within community and health services.

Carers told us that timely information, emotional support and opportunities for a break from caring were particularly important. In response, we expanded replacement care services, including volunteer-led sitting services, enhanced support for people with more complex needs and emergency care-at-home provision to help prevent carers reaching crisis point.

Feedback from carers highlights the difference this support can make:

- "I can speak freely, get useful advice and meet understanding people."
- "It was relaxing and pleasant to be able to talk to others who understand where I'm coming from."
- "He felt very comfortable in your company as you listened and supported him with kindness."

Supporting carers in Torbay

The videos below highlight some of the support available to unpaid carers across Torbay and the difference it can make to people's lives.

Torbay carers passport

Find out how the Carers Passport provides practical support, emergency planning and access to a range of benefits for carers.



Brian - Carers
Passport.mp4

Signposts for Carers newsletter

Learn how carers can access information, advice and updates about services, events and support available locally.



Peter - Signposting
Newsletter.mp4

The impact of carer support workers

Hear how Carer Support Workers help people access advice, emotional support and practical assistance throughout their caring journey.



Peter - Impact of
CSW.mp4

Carer support workers and counselling

Discover how counselling and wellbeing support are helping carers look after their own health and wellbeing while continuing in their caring role.



Carol - CSW and
Counselling.mov

While positive progress has been made, we recognise that carers continue to face significant pressures. We will continue to improve access to information, strengthen replacement care services and work with partners to identify carers earlier and provide support before they reach crisis point.

What does this mean for you?

If you care for a family member, friend or neighbour, you do not have to do it alone. We are working to make it easier for carers to access information, advice, emotional support and breaks from caring, helping them maintain their own health and wellbeing while continuing to support others

Choice and control

At a glance

- Direct Payment information and guidance were improved.
- Direct Payment Champions were introduced.
- A new Personal Assistant recruitment platform is being developed.

People tell us they want more choice and control over how their care and support needs are met. Direct Payments are an important way of helping people decide how their support is arranged and delivered.

During 2025/26, we strengthened our Direct Payment offer by improving information, guidance and support. Direct Payment Champions were introduced across Adult Social Care teams to increase awareness, share good practice and help people better understand the options available to them. Updated guidance and improved online information, including Easy Read resources, have also made Direct Payments easier to access and understand.

We also developed plans for a new Personal Assistant recruitment platform, helping people find and connect with suitably trained Personal Assistants. In addition, a new Direct Payment Support Service was commissioned to provide practical help for people managing their Direct Payments and making the most of self-directed support.

We will continue to use feedback and learning from these developments to strengthen self-directed support and increase opportunities for people to exercise greater choice and control over their care and support.

What does this mean for you?

You should have greater choice and control over how your care and support needs are met. We are working to make it easier for people to understand Direct Payments, access practical support and make decisions about the care that best meets their individual needs.

Providing support: community support and voluntary sector partnerships

At a glance

- Community Hub and Helpline continued supporting local residents.
- Strong partnerships with voluntary and community organisations were maintained.
- Support was provided for housing, finances, wellbeing and social isolation

Community organisations play an important role in helping people access information, advice and support before their needs become more complex. During 2025/26, we continued to strengthen our partnerships with Torbay's voluntary, community and social enterprise (VCSE) sector, helping more people access support within their local communities.

A key part of this offer is the Community Hub and Community Helpline, based at Paignton Library. The service provides information, advice, signposting and face-to-face support for people experiencing challenges such as financial hardship, housing concerns, poor mental health, long-

term health conditions and digital exclusion. Many issues can be resolved through early advice and intervention, helping people access the right support sooner.

Working alongside local partners, the Community Hub connects people to a range of services, including social prescribing, carers support, counselling, recovery services, diabetes screening and falls prevention programmes. This support helps people remain independent, reduce social isolation and improve their wellbeing, while reducing pressure on health and care services.

As demand continues to grow, community-based support remains an important part of our approach to prevention and early intervention. We will continue to work with community partners to strengthen local support networks and ensure help is available as close to home as possible.

What does this mean for you?

Community support can help people get advice, information and practical help before problems become crises. By working closely with local organisations, we are helping people access support earlier, remain independent and stay connected to their communities.

Reablement: promoting independence

At a glance

- Reablement services expanded during the year.
- More people were supported to regain skills and confidence after illness or injury.
- Community-based reablement capacity increased

People told us they wanted support to regain their skills, confidence and independence following illness, injury or a period of declining health. Reablement services work alongside people to help them achieve their goals and do as much as possible for themselves, reducing or delaying the need for ongoing care and support.

Building on the success of an initial pilot, we expanded our reablement offer during 2025/26 by working with local care providers to develop a new Community Reablement service. This has increased choice and helped make reablement support available to more people across Torbay.

Early evidence suggests that more people are being supported to remain independent, recover more quickly and make greater use of community-based support. Reablement continues to play an important role in helping people stay active, confident and connected to their communities.

What does this mean for you?

Reablement provides short-term support to help people regain confidence, skills and independence after illness or injury. By expanding these services across Torbay, more people can access support to remain independent and recover well at home.

Technology enabled care (TEC)

At a glance

- More than 1,600 people received technology-enabled support.
- New technology and digital systems were introduced.
- Services continued during a significant provider transition.

Technology Enabled Care helps people to remain safe, independent and connected while living in their own homes. During 2025/26, the service underwent a significant transition following the liquidation of the previous provider. Working with national partners, a new provider was appointed, ensuring continuity of support for the 1,632 people who relied on the service.

Throughout the year, work focused on stabilising the service, introducing new digital technology and improving the way people access support. This included a new ordering system, a dedicated Alarm Receiving Centre and improvements to referral processes. These developments helped maintain confidence in the service and supported plans to move towards a fully digital service by the end of 2026.

Community engagement and impact

During 2025/26, Technology Enabled Care Services increased engagement with residents, carers and professionals through community events, carers' groups, workshops and rehabilitation services. These activities provided opportunities for people to learn about the range of technology available to support independence, safety and wellbeing.

The team worked with local partners to showcase how technology can help reduce risks, support recovery and provide reassurance for individuals and their families. Demonstrations were delivered at community events, carers' groups and rehabilitation settings, helping to increase awareness of Technology Enabled Care and the support available across Torbay.

Feedback from residents, carers and professionals was positive, with many highlighting the practical benefits of seeing technology in action and understanding how it could support people to remain independent at home. This engagement has helped build confidence in technology-enabled support and created further opportunities to promote the service across local communities.

Mr W – Improving Safety and Confidence at Home

Mr W relied on his telecare service for reassurance and emergency support but was experiencing difficulties communicating with the monitoring centre from parts of his home. Following an assessment, the team installed upgraded telecare equipment in a more suitable location, ensuring reliable communication throughout the property. This improved confidence in the service and enabled Mr W to continue living safely and independently at home, knowing support could be reached when needed.

Supporting a Person at Risk of Wandering

An 82-year-old resident was found wandering outside their property in the early hours of the morning, creating concern for family members and increasing the risk of harm. Following

assessment, Technology Enabled Care specialists recommended a combination of reminder technology and a GPS device with geofencing capability. This provided reassurance to family members, reduced the risk of future incidents and helped the person remain safely at home, avoiding the need for more intensive support.

Technology continues to play an important role in helping people remain independent, supporting recovery, reducing risks and enabling people to stay safely at home for longer.

What does this mean for you?

Technology such as alarms, sensors, GPS devices and reminder systems can help people remain safe, independent and confident in their own homes. We are continuing to expand and improve these services so that more people can access personalised support that helps them live independently for longer.

Housing and independence

At a glance

- Planning permission was approved for a 92-apartment Extra Care Housing Scheme in Paignton.
- New supported living opportunities became available, expanding local housing and support options.
- A Specialist Housing Needs Assessment was completed to identify future housing and support needs in Torbay.

Having the right home is one of the most important factors in maintaining independence. Our approach focuses on creating housing options that help people remain part of their communities, reduce reliance on residential care and provide greater choice and control over where and how they live.

During 2025/26, we continued to work with housing, health and care partners to improve the range of support available to adults across Torbay. This included expanding supported living, extra care housing and community-based support to help people remain independent and live well at home for longer.

Significant progress was made in developing new housing options. Planning permission was secured for a new 92-apartment Extra Care Housing Scheme in Paignton, while new specialist accommodation opened for adults with learning disabilities and further supported housing developments progressed during the year. These developments will provide more opportunities for people to live independently while receiving the support they need.

A key milestone was the publication of the Specialist Housing Needs Assessment, helping us better understand current and future demand for specialist housing across Torbay. This will inform future investment and support our ambition to increase housing choice and independence for local people. The full Assessment report can be found here: [Torbay Housing Needs Assessment 2025 - 2030 - Torbay Council](#)

What does this mean for you?

Having the right home can help people stay independent, maintain community connections and live well for longer. We are working to increase housing choices across Torbay so that more people can access the support they need in the place they call home

Hospital discharge and home first

At a glance

- Hospital discharge pathways were reviewed and improved.
- Reablement services supported recovery at home.
- Community-based support continued to expand.

People generally recover better at home, surrounded by family, friends and familiar surroundings. Our Home First approach focuses on supporting people to leave hospital as soon as they no longer need acute care, with the right support in place to maximise independence and recovery.

During 2025/26, we reviewed hospital discharge pathways to better understand the causes of discharge delays and identify opportunities to improve outcomes. We continued to strengthen our integrated health and social care approach, ensuring people receive timely, strengths-based assessments and access to the right support at the right time.

Where appropriate, people are supported through reablement services to regain skills, confidence and independence before longer-term care is considered. When reablement is not sufficient to meet a person's needs, social care teams work closely with individuals, families and carers to assess longer-term support options and ensure care arrangements are proportionate and least restrictive.

A key focus has been ensuring there is sufficient community-based support available to help people return home safely, including home care, reablement, technology-enabled care and support from families, carers and voluntary sector partners. Through multidisciplinary working, we have strengthened decision-making, promoted independence and reduced reliance on more intensive forms of care wherever possible.

We have also taken steps to strengthen practice by reinforcing Home First principles, improving the use of Technology Enabled Care and enhancing approaches to mental capacity assessments.

While progress has been made, challenges remain. Rising demand, increasing complexity of need and pressures within the care market continue to affect the pace at which people can return home. Supporting a sustainable community care market and expanding reablement capacity will remain key priorities in the year ahead.

Jack sears rehabilitation unit

Jack Sears Rehabilitation Unit is a 29-bed rehabilitation service in Paignton that helps people recover following illness, injury or a decline in their health. The service supports people to regain confidence, rebuild everyday skills and maximise their independence so they can return home safely wherever possible.

People may be admitted from hospital or directly from the community, often following falls, fractures, infections or a loss of mobility. A multidisciplinary team works alongside each person to set rehabilitation goals and support their recovery journey.

Since opening in June 2024, the unit has supported 434 people. Most admissions have come directly from hospital, and nearly three-quarters of people have been able to return to their own home following rehabilitation. The average length of stay is 25 days.

The service continues to evolve, with increased therapy input, regular exercise groups and plans to introduce cognitive activity groups to further support recovery and independence.

Patient stories

Every rehabilitation journey is different. The stories below demonstrate how personalised rehabilitation and support can help people regain confidence, rebuild independence and return to living well at home.



MR M'S STORY

JACK SEARS



MY ADMISSION

1.

I was referred to Jack Sears Rehabilitation Unit from my own home after a fall left me unable to stand up from the sofa without assistance. I needed support from two carers to help me move around safely. When the Intermediate Care Therapy Team visited me, they suggested that a short stay at Jack Sears could help me regain my strength and independence. The aim was to help me recover safely at home and reduce the risk of needing to go into hospital if I fell again.

MY REHAB JOURNEY

2.

During my three-week stay at Jack Sears, I worked closely with the therapy team every day. This included attending exercise groups and using the gym facilities, where I practised walking with support from the parallel bars. Over time, I became stronger and more confident in my mobility. The regular therapy sessions, encouragement from staff and support from my family all helped me make progress towards my goals. While I was at Jack Sears, my family also made some changes at home, creating more space and making the environment safer for me when I returned.

RETURNING HOME

3.

By the time I was ready to leave Jack Sears, my mobility had improved significantly, and I felt much more confident. I was able to return home with support from one carer three times a day. The support did not end when I left the unit. Community teams continued to visit me for two weeks after my discharge to help me maintain the progress I had made and continue my rehabilitation plan. An Occupational Therapist also arranged for a level-access shower to be installed, helping me remain safe and independent at home.

THE DIFFERENCE IT MADE

4.

"My stay in Jack Sears was excellent in all areas. I felt confident and ready to return home, and I am very grateful for all the help and support I received."



MISS T'S STORY

JACK SEARS

MY ADMISSION

1.

I was admitted to hospital after experiencing a seizure at home, during which I unfortunately broke my arm. Living alone, I felt very anxious about returning home because of the seizure and the difficulties I was experiencing with my injured arm.

I was referred to Jack Sears Rehabilitation Unit to help me regain my confidence, improve my independence and prepare for a safe return home.

MY REHAB JOURNEY

2.

When I arrived at Jack Sears, the therapy team took time to understand what was important to me and what I wanted to achieve. My goals were to walk independently again using a stick and to be able to get in and out of bed without assistance, which had become challenging because of my broken arm.

The team worked closely with me throughout my stay. They liaised with my GP to review my pain medication, which helped me manage my injury more comfortably. They also recognised that I was struggling to eat and made sure I had soft foods that I enjoyed and could manage easily.

Following the seizure, I had lost confidence and was worried about it happening again. To help me feel safer at home, the Occupational Therapist arranged for a falls sensor that would alert someone if I needed help. A key safe was also installed to ensure emergency services could access my property if required. Knowing these measures were in place helped me feel reassured and more confident about returning home.

RETURNING HOME

3.

When I was ready to leave Jack Sears, I returned home with a care package to support me while my arm continued to heal. The therapy team accompanied me home to help me settle back into my environment and show me how to use the equipment that had been provided.

I continue to receive support from a physiotherapist, and my arm is healing well. Most importantly, my confidence has grown and I feel safe and supported living at home again.

THE DIFFERENCE IT MADE

4.

"The support I received helped me regain my confidence and feel safe returning home. Knowing that help was available if I needed it gave me reassurance and allowed me to focus on my recovery."

What people told us

Jack Sears Rehabilitation Centre celebrated its first anniversary in June 2025. In the video below, former patient Sabine Bueker and her daughter Gesche Bueker share their experience of the service and the difference rehabilitation made to Sabine's recovery journey.

Watch: [Jack Sears Anniversary](#)

The infographic below highlights feedback from people who have used the service and their families. Their experiences help us understand what is working well and where we can continue to improve.

Jack Sears – Patient Feedback

"thanks to all my helpers, you're heroes"

"A huge thank you to absolutely everyone at Jack Sears House for your kindness, support and help in getting Viv back on his feet. You made the whole family feel welcome and went the extra mile to make V's stay and recovery such a positive experience"

"You are all friendly, smiley, wonderful bunch of people and we were happy to be part of your family for the short while"

"I felt I must write and say a very sincere thank you for the care given to me during my recent stay with you. I entered Jack Sears feeling very lost and upset but left having recovered a lot of strength after two weeks. I had no idea what I would be offered and after a period of settling in I made many friends, and I am sure you contributed to my new sense of wellbeing"

"Thank you all so much for looking after me with such loving care during my stay with you, always with a smile on your faces which meant a lot to me. You all deserve a medal"

"I thank each and every one of you for all the love, care and attention you gave me. I will always remember you all. I have told all my friends how wonderful you are"

"It is like a 7-star hotel here and I have been treated like royalty"
"I'm going to miss you all; it's been like my own home to me"

"Staff marvelous, privacy and dignity always excellent, shows lots of respect, couldn't have gone to a better place, never been in such a loving and happy atmosphere, meals are super, so lucky to have come here"

"Such an amazing place and anybody who comes here are very lucky"

"This place is better than a 5-star hotel"

"A big thank you for looking after T so well! You were all so friendly, kind, thoughtful and caring. You worked so hard at getting T back on his feet again and well enough to come home, which we are so grateful for. Thank you each one of you for all you have done"

"I would like to thank you for the amazing care that you have given my mum. You are a wonderful skillful and caring team and my mums progress during her time with you has been amazing. With huge respect and gratitude."

"The carers and people that work here are the loveliest you will find"

"Thank you so much for how well you looked after D for us. You've been nothing short of inspiring. Knowing he was being looked after in such a caring and professional manner made the whole ordeal much more bearable"

"To all you amazing people! Thank you all so much for your kindness and loving care. I will miss all of you so much"

"I literally don't have a single bad thing to say and that's not like me".

"My stay was wonderful; I couldn't have asked for more and I will always remember each and every one of you"

"I could live here; you have the most amazing staff"

"This place is an amazing place; I've never been anywhere quite like it and I've been to a lot of places. Everyone here is lovely"

Feedback consistently highlights the positive impact of rehabilitation, the kindness of staff and the support people receive to help them regain confidence and return home.

What does this mean for you?

Most people recover better at home. If you experience illness, injury, or a loss of independence, rehabilitation can help you regain confidence, rebuild everyday skills, and return home safely. Our

aim is to support people to leave hospital as soon as it is safe to do so and receive the care and rehabilitation, they need to remain independent and live well in their own communities. Through services such as the Jack Sears Rehabilitation Unit, we help people regain confidence, restore independence, and achieve the best possible recovery closer to home.

Keeping people safe

At a glance

- More than 1,100 concerns were raised about potential abuse, neglect or exploitation.
- Risks were reduced or removed in almost 88% of safeguarding enquiries.
- 97% of people achieved all or some of the safeguarding outcomes that mattered to them.

Supporting people to stay safe

Everyone has the right to feel safe and be treated with dignity and respect. Safeguarding is about protecting adults who may be at risk of abuse, neglect or exploitation while supporting them to remain independent and in control of their lives.

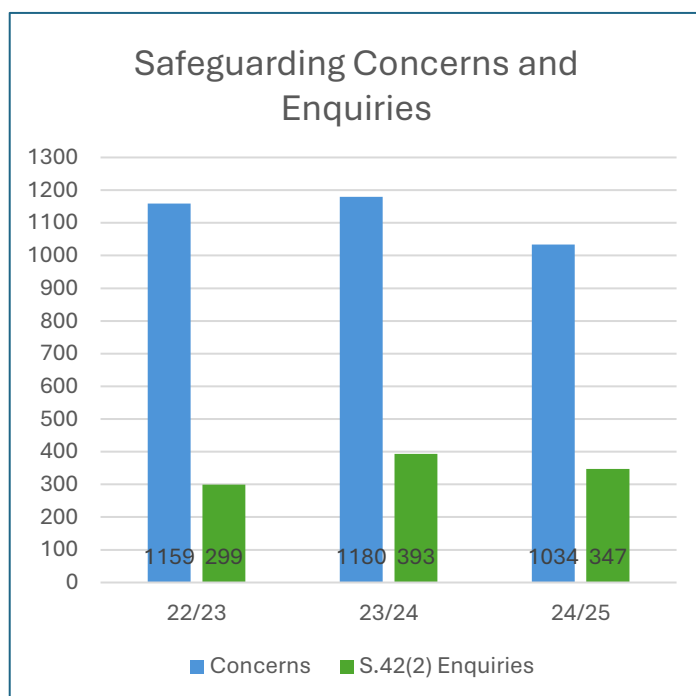
Our approach is guided by the Care Act 2014 and the principles of Making Safeguarding Personal [Making Safeguarding Personal | Local Government Association](#), ensuring people are listened to, involved in decisions and supported to achieve the outcomes that matter to them.

During the year, we worked closely with health services, the police, care providers and community organisations to identify risks, respond to concerns and help people stay safe.

We received 1,137 safeguarding concerns during 2025/26. A safeguarding concern is raised when someone believes an adult may be at risk of abuse, neglect or exploitation.

Where concerns suggest a person has care and support needs and may be experiencing, or at risk of, abuse or neglect, we may carry out a Section 42 enquiry. This is a formal safeguarding enquiry under the Care Act 2014, designed to understand what has happened, assess risks and agree what action is needed to help keep the person safe.

The chart shows safeguarding activity over the last three years. While the number of concerns raised has varied, the number of Section 42 enquiries has increased significantly compared with previous years. This suggests that concerns are being identified and assessed more effectively, ensuring people receive the right level of safeguarding support when they need it.



During 2025/26, 504 Section 42 enquiries were started and 513 completed, the highest number recorded in recent years.

Making a difference

Safeguarding is about more than responding to concerns. It is about helping people stay safe, maintain their independence and have greater control over decisions affecting their lives. During the year, people were supported to identify what mattered most to them, take part in safeguarding decisions and access the help they needed. Independent advocacy services also helped ensure people's wishes and views were heard, particularly when they faced complex decisions about their care and support.

Helping people have their voice heard

Some people need extra support to understand their rights, make decisions or express their wishes. Independent advocacy plays an important role in ensuring that people's views remain at the centre of decision-making.

During the year:

- More than 2,000 referrals were made to advocacy services.
- Demand increased by 20% across the year.
- All referrals were responded to within agreed timescales.

Advocates supported people through safeguarding processes, care planning and important decisions about their health and wellbeing, helping to protect their rights and interests.

They also supported people who were subject to Deprivation of Liberty Safeguards (DoLS). DoLS are legal protections for people who lack the mental capacity to make certain decisions about their care and are receiving care in a hospital or care home where restrictions are in place to keep them safe. These safeguards help ensure that any restrictions are necessary, proportionate and in the person's best interests, while protecting their rights and access to independent support.

Demand for advocacy and support relating to mental capacity and DoLS continued to grow throughout the year, reflecting increasing awareness of people's rights and the importance of ensuring vulnerable adults have a voice in decisions affecting their lives.

Learning and improving

We continue to learn from people's experiences and from safeguarding reviews when things have gone wrong. During the year we strengthened our approach to supporting people experiencing self-neglect, improved partnership working and invested in staff training to help professionals respond effectively to complex situations.

Looking ahead

Over the next year we will continue to:

- Improve how we support people experiencing complex risks and self-neglect.
- Strengthen protection for people who may struggle to make important decisions.
- Increase public awareness of safeguarding.

- Listen to the experiences of people who use services and their carers.
- Work closely with partners to keep people safe and well.

Our ambition is that every adult in Torbay can live safely, independently and with dignity, supported by services that put their rights, wishes and wellbeing at the heart of everything they do.

What does this mean for you?

If concerns are raised about your wellbeing, we will work with you, and those important to you, to understand what matters most and take action to reduce risks where needed.

We want people to be listened to, involved in decisions about their lives, and supported to achieve the outcomes that are important to them. If you need additional support to understand your rights or express your views, independent advocacy can help ensure your voice is heard.

By working closely with health services, care providers, community organisations and families, we aim to help people stay safe, maintain their independence and remain in control of decisions about their care and support.

Learning and improvement

At a glance

- 63 quality assurance audits were completed to review the quality of Adult Social Care practice and support.
- The audits identified areas for improvement in assessments and record keeping, helping to ensure people receive consistent, high-quality support.
- New improvement priorities have been developed from the audit findings to strengthen services and improve people's experiences.

We are committed to continuously improving the support we provide. We do this by reviewing our work, listening to feedback and learning from what works well and where we can do better.

During 2025/26, we carried out 63 case audits, compared with 51 the previous year. An audit is a detailed review of how we have supported a person, helping us check that decisions are being made appropriately, records are accurate and people are receiving the support they need.

These reviews looked at assessments, decision-making, safeguarding, record keeping and how professionals worked together. This helps us identify good practice and areas where improvements are needed.

The reviews found improvements in assessments and recording, helping practitioners better understand people's strengths, wishes and goals. We also introduced a new review programme for Direct Payments to strengthen oversight and support continuous improvement.

The audits also highlighted areas where we can do better, particularly in recognising and supporting unpaid carers, completing carers' assessments and recording risks consistently. These findings are helping to shape staff training and service improvement plans for the coming year.

Looking ahead

We will continue to strengthen the quality of our services by improving professional practice, enhancing supervision and training, involving people who use services in our reviews, and introducing a new care management system to improve the quality and consistency of records.

Learning from audits, feedback and people's experiences will continue to help us improve services and achieve better outcomes for local people.

What does this mean for you?

We regularly review how we work to make sure people receive high-quality support. We learn from feedback, look at what is working well and identify where improvements are needed. This helps us improve services, make better decisions and ensure support is focused on what matters most to the people who use it.

Leadership and workforce

At a glance

- Professional leadership roles were strengthened, helping ensure services are guided by best practice and professional expertise.
- Continued investment in staff training and development, supporting staff to provide high-quality care and support.
- New practice and supervision frameworks were developed, helping staff deliver consistent, person-centred support and continue developing their skills.
- Increased opportunities for staff engagement and learning, helping shape service improvements and share good practice across teams.

Our staff are at the heart of Adult Social Care. Every day, they demonstrate compassion, professionalism and commitment while supporting people with increasingly complex needs.

During 2025/26, we continued to invest in our workforce to ensure people receive high-quality care and support. This included strengthening professional leadership, expanding learning and development opportunities, and improving the support available to staff.

Key developments included:

- Re-establishing the Principal Social Worker role to provide professional leadership and help ensure high-quality social work practice.
- Appointing a new Education and Training Lead to strengthen staff learning and development.
- Expanding training and development opportunities for staff, helping them build the skills and knowledge needed to support people effectively.
- Developing new practice standards and supervision arrangements to provide clearer guidance, encourage reflective practice and support staff wellbeing.
- Creating more opportunities for staff to share feedback and shape service improvements, ensuring their experience helps inform how services develop.

Staff have continued to work through a period of significant organisational change while maintaining a strong focus on supporting local people. Their resilience, dedication and commitment have been central to delivering services throughout the year.

Looking ahead

During 2026/27, we will continue to invest in our workforce by introducing a new care management system, expanding learning and development opportunities, strengthening professional supervision and developing clear career pathways.

We will also continue to support staff through organisational change, ensuring they feel informed, valued and equipped to provide the best possible support to local people.

Our aim is to create an environment where staff can thrive, develop their skills and continue delivering high-quality care and support across Torbay.

What does this mean for you?

The quality of services depends on having skilled, knowledgeable and well-supported staff. By investing in training, professional development and staff wellbeing, we are helping to ensure that people receive consistent, high-quality support from professionals who have the skills, experience and confidence to help them achieve what matters most and live as independently as possible.

Quality, assurance and professional practice

Strong leadership and regular reviews help ensure people receive safe, effective and person-centred support.

During 2025/26, we continued to strengthen our approach to quality, learning and improvement across Adult Social Care. Through quality assurance activity, professional leadership and ongoing practice development, we have improved our understanding of what is working well and where further improvements are needed.

Throughout the year, we strengthened professional leadership across Adult Social Care. Social workers and occupational therapists worked alongside health services, housing providers, voluntary organisations and local communities to help people remain independent, achieve their goals and live well.

We also invested in professional development, quality assurance and practice improvement to ensure staff have the skills, support and guidance needed to provide consistent, high-quality care and support.

Learning from audits, feedback and professional oversight has helped identify both areas of good practice and opportunities for improvement. This learning is shaping future priorities and helping us continue to improve services and outcomes for local people.

Principal Social Worker update

Role of the Principal Social Worker

The Principal Social Worker provides professional leadership for social work practice across Adult Social Care. The role helps ensure people receive safe, effective and person-centred support by promoting high professional standards, supporting workforce development and championing good social work practice.

The Principal Social Worker plays an important role in helping staff learn and develop, promoting continuous improvement and ensuring people's strengths, wishes and goals remain at the heart of decision-making.

During 2025/26, Torbay Council strengthened its commitment to high-quality social work through the re-establishment of the Principal Social Worker role.

Key areas of focus included:

- Strengthening professional leadership and support for social workers.
- Increasing oversight of practice quality and professional standards.
- Supporting learning and development across the workforce.
- Working closely with the Principal Occupational Therapist and partners across health and care services to promote joined-up, person-centred support.
- Contributing to quality assurance and improvement activity to help identify good practice and opportunities for learning.

Looking ahead

During 2026/27, the Principal Social Worker will continue to support professional development, strengthen practice standards and promote a culture of learning and continuous improvement across Adult Social Care.

Working alongside the Principal Occupational Therapist and colleagues across the organisation, the focus will remain on ensuring people receive high-quality support that promotes independence, wellbeing and positive outcomes.

Principal Occupational Therapist update

Role of the Principal Occupational Therapist

The Principal Occupational Therapist provides professional leadership for occupational therapy practice across Adult Social Care. The role helps ensure people receive high-quality, person-centred support by promoting good practice, supporting workforce development and strengthening professional standards.

Occupational Therapists play a key role in helping people remain independent, safe and well in their own homes and communities. They work alongside people, families and partner organisations to identify practical solutions that help individuals carry out everyday activities, maintain their wellbeing and achieve the outcomes that matter most to them.

During 2025/26, the Occupational Therapy service continued to support the development of the future workforce through student placements and rotational opportunities for newly qualified Occupational Therapists.

Key areas of focus included:

- Supporting the development of future Occupational Therapists through student placements.
- Providing rotational opportunities for newly qualified Occupational Therapists to build skills and experience across different services.
- Promoting high-quality occupational therapy practice across Adult Social Care.
- Working collaboratively with social workers, health services, housing providers and community partners to support people's independence and wellbeing.

Looking ahead

During 2026/27, the Principal Occupational Therapist will continue to strengthen professional practice, support workforce development and promote high-quality occupational therapy services across Adult Social Care.

Working alongside the Principal Social Worker, a key focus will be the development of new Practice Standards, a Practice Framework and career development pathways to support staff progression and help ensure people receive consistent, person-centred support that promotes independence and wellbeing.

Adult social care practice

Adult Social Care in Torbay is guided by a vision of supporting people to live healthy, independent and fulfilling lives. Our practice is underpinned by key legislation, including the Care Act 2014, Mental Capacity Act 2005 and Mental Health Act 1983, promoting wellbeing, safeguarding, choice, control and the protection of people's rights. Our workforce works alongside people, families and communities using strengths-based approaches to promote independence, reduce risk and achieve positive outcomes.

Professional practice and standards

Maintaining high professional standards is essential to ensuring people receive safe, effective and person-centred support.

During 2025/26, we continued to strengthen how we review, support and improve practice across Adult Social Care. This included reviewing policies, procedures and guidance, strengthening quality assurance arrangements and identifying opportunities to improve services and outcomes for local people.

We are also developing new Practice Standards and a Practice Framework to provide staff with clear guidance, support learning and development, and promote consistent, high-quality practice across Adult Social Care.

While there are many areas of good practice, we recognise the need to continue learning and improving. As people's needs become more complex and services continue to evolve, our focus

remains on supporting staff, strengthening practice and ensuring people remain at the centre of everything we do.

What does this mean for you?

We want everyone who uses Adult Social Care services to receive safe, high-quality support that is tailored to their individual needs and goals. Strong professional leadership, regular reviews of practice and ongoing staff development help us ensure services are consistent, effective and focused on what matters most to the people who use them.

By learning from feedback, reviewing how we work and supporting our workforce to continually develop their skills, we can identify opportunities for improvement and make positive changes. This helps ensure people receive the right support at the right time, while protecting their rights, promoting independence and improving outcomes.

Our CQC assessment

At a glance

- Torbay Adult Social Care was rated Good by the Care Quality Commission.
- More than 200 people contributed to the assessment process.
- A detailed improvement plan has been developed following the assessment.

The Care Quality Commission (CQC) is the independent regulator of health and social care services in England. It assesses how well local authorities meet their responsibilities under the Care Act 2014 and whether people are receiving high-quality support.

The CQC assessment is broken down into four themes with nine sub sections.

Theme 1: Working with people	Theme 2: Providing support	Theme 3: Ensuring safety	Theme 4: Leadership
• Assessing needs • Supporting people to live healthier lives • Equity in experiences and outcomes	• Care provision, integration and continuity • Partnerships and communities	• Safe systems, pathways and transitions • Safeguarding	• Governance, management and sustainability • Learning, improvement and innovation

During 2025, Torbay Adult Social Care underwent its first full CQC assessment. As part of the process, we submitted evidence about how services are delivered and inspectors met with a wide range of people, including people who use services, unpaid carers, staff, managers, councillors and partner organisations.

More than 200 people shared their views and experiences to help inspectors understand how Adult Social Care services are working in Torbay.

The assessment report was published in December 2025, with Torbay Adult Social Care receiving an overall rating of 'Good'. The full report can be read here: [Torbay Council: local authority assessment - Care Quality Commission](#)

The assessment recognised many areas of good practice and highlighted the commitment of staff and partners to supporting local people. It also identified opportunities for further improvement, helping us to better understand where we can strengthen services and improve outcomes.

Following the assessment, a detailed improvement plan was developed and agreed. Progress is being regularly reviewed to ensure improvements are delivered and services continue to develop.



What does this mean for you?

The CQC's independent assessment provides reassurance that Adult Social Care services in Torbay are performing well. It also helps us identify where we can improve, so that people continue to receive safe, effective and person-centred support that promotes independence, wellbeing and positive outcomes.

How we spend our money

At a glance

- Torbay Council contributed £68.2 million towards Adult Social Care services during 2025/26.
- Total spending on care and support services exceeded £110 million.
- More than 2,800 adults received support during the year.

Funding adult social care

Adult Social Care helps people stay safe, independent and connected to their communities. Services support people with a wide range of needs, including learning disabilities, mental health needs, dementia, sensory impairments, physical disabilities and frailty.

On 01 October 2015, an Integrated Care Organisation (ICO) was formed with the remit was to provide adult social care on behalf of the population of Torbay. From a financial perspective the council's role as a commissioning body is to provide a funding contribution to the overall running costs of the ICO.

During 2025/26, Torbay Council contributed £68.2 million towards Adult Social Care services. This funding included:

Funding Source	£m
Core Contract – Funding for day-to-day Adult Social Care services and support.	£59.050
Market Sustainability Funding – Funding to help local care providers remain sustainable.	£3.625
Social Care Grant – Government funding to support Adult Social Care services.	£3.425
Delayed Discharge Grant – Funding to help people leave hospital safely and return home sooner.	£2.065
Total Council Contribution	£68.165

This funding helps pay for experienced professionals such as social workers, occupational therapists and care staff, as well as the care and support services people rely on every day.

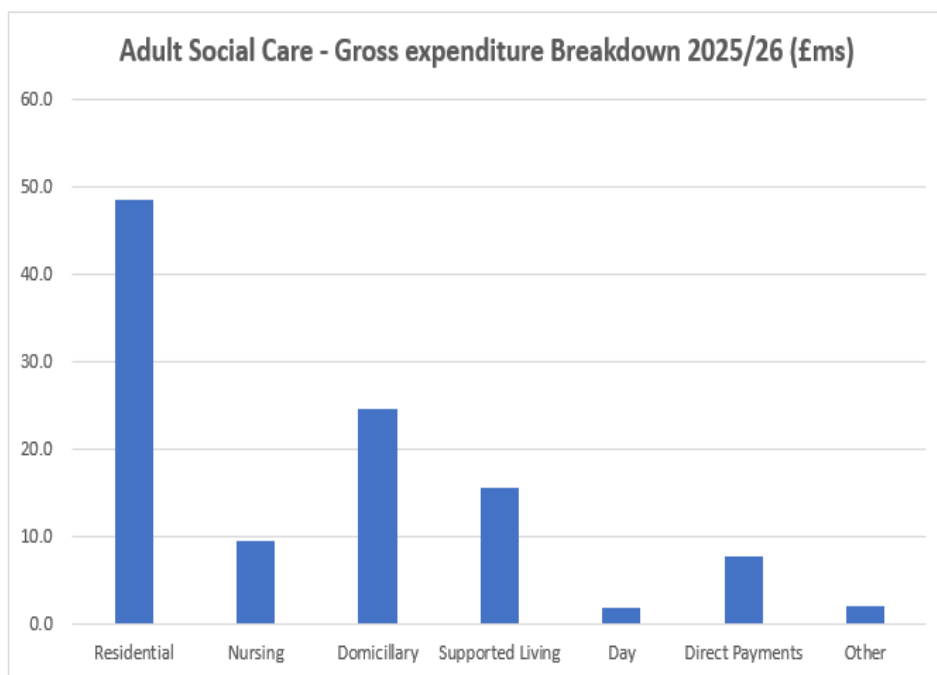
In addition to the net expenditure on the cost of care, the Trust incurs approximately £13.2million in operational and overhead costs to administer the adult social care process. Including these costs provides a more complete and transparent representation of the total resources required to deliver and support adult social care services.

How the money is spent

The largest proportion of Adult Social Care spending is used to purchase care and support from independent providers. This includes:

- **Residential care homes:** Accommodation and 24-hour support for people who can no longer live independently at home.
- **Nursing care:** Residential care that also includes support from qualified nursing staff.
- **Domiciliary care (home care):** Personal care and support provided in a person's own home to help with everyday activities.
- **Supported living:** Support that enables people, often those with learning disabilities or complex needs, to live as independently as possible in their own home.
- **Day services:** Community-based activities and support that help people maintain independence, wellbeing and social connections.
- **Direct Payments:** Funding paid directly to eligible individuals so they can arrange and manage their own care and support.
- **Other:** A range of specialist services and support that do not fall within the categories above.

The chart below shows how this funding was distributed across different types of care and support.



Most care is provided by organisations based within Torbay, although some specialist services are purchased outside the area when required.

During 2025/26:

- The net cost of care was £87.1 million.
- People contributed £22.9 million towards the cost of their care following financial assessments.
- Total gross expenditure on Adult Social Care services was £110.1 million.

The largest areas of spending were residential care; care provided in people's own homes and supported living services. These services help people remain safe; receive the support they need and maintain as much independence as possible.

Rising demand and increasing complexity

At some point during 2025/26, more than 2,800 adults received support from Adult Social Care services.

Demand continues to grow as more people require support and people's needs become increasingly complex. This means some individuals need more specialised care, longer-term support or a combination of services to help them live safely and independently.

The NHS also continued to experience significant pressures during the year. This increased demand for services that help people leave hospital safely, regain independence and avoid unnecessary admissions. Close partnership working between health and social care services has been essential in supporting people at the right time and in the right place.

At the same time, the cost of providing care has continued to increase. Care providers face rising employment and operational costs, making it more expensive to deliver services. National funding has helped support fee increases for residential, nursing and home care providers to ensure services remain sustainable and continue to meet local need.

Financial outlook for 2026/27 and beyond

The agreed funding contribution for Adult Social Care during 2026/27 is:

Funding Source	£m
Core Contract	£61.600
Other Agreed Funding	£9.115
Total Council Contribution	£70.715

Looking ahead, Adult Social Care services will return to Torbay Council from 1 April 2027. Planning is already underway with Torbay and South Devon NHS Foundation Trust to ensure a safe and smooth transition for people who use services, carers, staff and partners.

This transition provides an opportunity to build on the strengths of integrated working while strengthening local leadership, accountability and service development. Throughout this period, our focus remains on using resources effectively and ensuring people continue to receive high-quality care and support.

What does this mean for you?

The money invested in Adult Social Care helps fund the services and support that many people rely on every day, from care at home and supported living to residential care and hospital discharge support. We are committed to making the best use of public funding to ensure people receive the right support at the right time, helping them stay safe, independent and connected to their communities.

Thank You

Thank you to everyone who contributes to Adult Social Care in Torbay, including people who draw on support, unpaid carers, staff, providers, volunteers, community groups and partner organisations.

Together, we are committed to building thriving communities where people can prosper, by supporting residents to live well, remain independent and achieve the outcomes that matter to them.

Statement from Healthwatch for Torbay ASC Quality Account 2026:

Healthwatch in Devon, Plymouth and Torbay welcomes the opportunity to comment on Torbay's Adult Social Care Local Account Summary for 2025/26.

We recognise the significant pressures facing Adult Social Care in Torbay, including rising demand, increasing complexity of need, workforce challenges and financial pressures. These pressures are particularly important in Torbay, where the population is ageing and health inequalities continue to affect people's ability to live healthy, independent lives.

It is positive to see Torbay's first Care Quality Commission assessment result in a Good rating under the new assurance framework. This reflects the commitment of staff, carers, community organisations and local partners. We also note the honest focus in the Local Account on areas needing further improvement, including support for carers, access to information and advice, Direct Payments, workforce recruitment and retention, housing options, mental health demand and safeguarding outcomes.

The end of the current Section 75 agreement is a significant change for Torbay. We note that Torbay and South Devon NHS Foundation Trust gave notice at the end of March 2026, with Adult Social Care functions due to return to Torbay Council in April 2027. We are reassured by the stated commitment to ensuring continuity of support for people who draw on care and support, carers, staff and partners during this transition. Healthwatch will continue to listen carefully to people's experiences during this period, with a particular focus on continuity, clarity, accountability and ensuring joined-up care is maintained. We would encourage regular communication with residents, carers and staff throughout the transition period, alongside clear opportunities for feedback and co-production.

A key area of recent Healthwatch work in Torbay has been our insight report into reasonable adjustments. This highlighted that people with learning disabilities, autism, neurodivergence, mental health conditions, sensory needs and complex needs can face barriers when services are not flexible, personalised or easy to navigate. It is encouraging to see the Local Account recognise the role of Learning Disability and Autism Partnership Boards, accessible information, advocacy, transitions support and reasonable adjustments in shaping services and priorities. Particular attention should

continue to be given to reducing inequalities experienced by people with disabilities, mental health needs, sensory impairments and those living in areas of deprivation.

The continued focus on unpaid carers is important. Carers regularly tell Healthwatch that clear communication, timely information, breaks from caring and meaningful involvement in decision-making are essential. It is positive to see the Local Account recognise these themes and set out further work to strengthen replacement care, digital support, carer identification and access to advice before carers reach crisis point.

The emphasis on prevention, reablement, Technology Enabled Care, Home First and community-based support is also strongly aligned with what people tell us matters. These approaches are important in helping people remain independent, avoid unnecessary hospital admission and return home safely after a period of illness or crisis. Healthwatch was pleased to be involved, alongside Engaging Communities South West and Paignton Community Hub, in the Falls and Frailty Prevention event referenced in the Local Account, which helped showcase practical support and technology that can reduce risk and support independence.

Safeguarding, advocacy and Mental Capacity Act practice remain important areas of focus. We support the continued commitment to Making Safeguarding Personal, strengthening MCA and DoLS practice, embedding learning from Safeguarding Adult Reviews and improving engagement with people who use services and carers.

Healthwatch values its ongoing relationship with Torbay Council, Torbay and South Devon NHS Foundation Trust and wider system partners. As Adult Social Care enters a period of significant change, we look forward to continuing to act as a constructive critical friend, ensuring that the voices of people who draw on care and support, unpaid carers and local communities remain central to future planning, service change and improvement.

We encourage a continued focus on co-production, clear communication and meaningful engagement to ensure that future developments are shaped by those who use services and that improvements translate into better outcomes and experiences for Torbay residents.