



What we are doing to improve people's lives in Telford and Wrekin



ADULT SOCIAL CARE
LOCAL ACCOUNT 2013 - 2014



Easy Read



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Introduction



Welcome to the 2013 - 2014 Local Account.

In writing the Local Account for 2013/2014, we have looked at what the National Audit Office has to say about Adult Social Services in England. This includes what they say about how we use Local Accounts.



Local Accounts are a way of making sure communities have information about how Adult Social Services are performing and changing in their local area. The Local Account is also useful for members, partners and local service providers.



Telford and Wrekin Council want to keep providing good services to protect and support vulnerable people. We understand that it is important for people to feel safe and have independence.

When people need extra support we will:

- Give people information and advice to help themselves.
- Help people get back skills they may have lost and develop new ones.
- Help people to have choice and control over the support they need.





With big cuts in money from the Government, welfare benefits and NHS services, there is a lot to do to be able to cope with so many people getting older.

In 2013/2014 the budget reduced by £3.077million. Another £5.152million has to be cut in 2014/2015. This means we need to change the way services are provided.



There will be new challenges with the Better Care Fund and the Care Act 2014 coming in this year. More information is available on page 36.

The future will be both challenging and exciting. We will develop closer working relationships with all of our partners and communities. This will make sure we meet the health and social care needs of the people in Telford and Wrekin.



We have to keep working hard to make sure care and support is good for everyone while we spend less money.



**Councillor
Arnold England**
Cabinet Member



Paul Taylor
Director Health,
Wellbeing and Care

Our Telford and Wrekin



In **2010**, there were **170,300** people living in Telford and Wrekin. The age of those people were:

18-64	106,600
65-84	21,900
85+	2,800



In Telford and Wrekin, we think that:

- By 2026 there will be 33,900 people aged 65 and over living in Telford & Wrekin.
- Around 31,000 people report having a long term, limiting illness.
- Around 24,800 people are aged 65 or over. It is estimated that 8,800 of these live alone.
- Around 18,000 people care for a partner, family member or other person without being paid.





- Around 8,300 people (aged 18-64) have a moderate physical disability. There are another 2,500 people with a severe physical disability.

- Around 17,200 people are estimated to have a common mental health disorder.



- Around 2,800 people aged 18 – 64 are thought to have a learning disability.



To find out more about the population of Telford and Wrekin, visit www.telford.gov.uk/factsandfigures

What we do



Adult Social Care works closely with partners to help people over the age of 18 stay as independent as possible when they need some care and support. We also support the family, friends or neighbours who help care for these people.



We support lots of different people. These include adults with:

- Physical disabilities.
- Sight or hearing problems.
- Learning disabilities.
- Mental illnesses.
- People on the autistic spectrum.



As well as:

- Older people - including those with dementia.
- People needing drug or alcohol recovery services.



We also support young people to move from children's services to adult services. We call this Transition.

We support the local community to help people get back their independence without needing to use social care services or ongoing care and support.



For people who do need ongoing care and support, we can help in lots of different ways. This includes:

- Giving people the money to find their own care and support to meet their needs.
- Arranging and managing a package of care on a person's behalf.



We also support the development of the right kind of housing to help people stay independent, healthy and well.



For people who do have care and support needs we have plenty of choice of good quality services in their local community. We also have to make sure we keep people safe from the risk of abuse.



For full information about our services, visit:

<http://telford.mylifeportal.co.uk>



Lots of people received lots of different services from us in 2012 - 2013. These services were:



- A first point of contact Access Service for information, advice and referrals.
- Community Care Assessments and Reviews.
- Safeguarding Adults Investigations.
- Preventative Services - when we try to reduce the need for more care and support.
- Equipment or changes to homes to help people live independently.
- Short-term enablement – help to make and keep people independent.
- Day Services and Short Breaks.
- Care at Home, including ExtraCare Housing.
- Care in Residential or Nursing Homes.
- Drug and alcohol recovery services.
- Carer's assessments and services.
- Housing related care and support (Supporting People).

The money we will spend in 2014/15



TOTAL = £57.6 million

Our performance



There are lots of ways to look at how we are helping people and communities. Here are some examples of how we did in 2013-2014:

Making life better for people with care and support needs



We are very happy that we are hitting our targets for some of our main goals. The main goals we are doing well with are:



- People getting a Personal Budget to manage their own support.
- People feeling they have control over their lives.
- Carers' feeling included in decisions about the person they care for.
- Carers' feeling happy with our services.
- People using mental health services having a paid job and living independently.



For all of the things we are doing well, we will work hard to make sure we keep doing them well.



The main goals we need to get better at are:

- People having a Direct Payment to have choice and control over their care and support. We have got better but still need to do more.
- People feeling they have a good, happy life. We are doing better but still need to do more.
- People feeling involved in community life. We are doing very well with this but would like to see more people feeling part of the community. We will also start to look at how involved carers feel.
- People with a learning disability having a paid job. There are more people than last year, but we need to get more people into work.
- People having to move into residential and nursing homes for the rest of their lives. We want to be able to help more people stay in their own homes with the support and care they need.



Delaying and reducing the need for care and support

We are very happy that we are hitting our targets for some of our main goals. The main goals we are doing well with are:



- More people having low level services like meals or equipment. This is good because it means more people are being helped to stay in their own homes for as long as possible.
- Less people needing a lot of help and support. By working with people sooner we are able to help and support them better.
- People not having long stays in hospital because of care and support needs.



For all of the things we are doing well, we will work hard to make sure they stay the same.



We need to get even better at helping people stay at home after being in hospital.



Making sure that people have a positive experience of care and support

We are very happy that we are hitting our targets for some of our main goals. The main goals we are doing well with are:



- Making sure carers are treated with dignity and respect. We are pleased with how many carers are happy with our services.
- Helping people find the information they need quickly and easily. In September 2013, we set-up a new place on the internet called MyLife <http://telford.mylifeportal.co.uk>. More people say they are able to find the information they need.



We will work hard to make sure we keep doing these things well.



The goal we need to get better at is:

- Making sure people who receive care are treated with dignity and respect. More people are happy with the care and support services they received from us, but we still need to make even more people happy.



A big piece of work for us is to look closely at how we share information with people. The Care Act 2014 says that sharing the right information at the right time is very important.

Keeping vulnerable adults safe



- We are pleased to see that more people who use care and support services say they feel safe.
- More people are also saying that the services they use have helped them to feel safe.
- We still need to help more people feel safe.

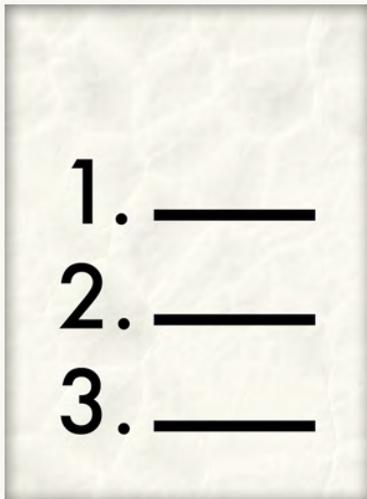


Peer Review

Some years ago, the Government said that Local Authorities did not need to have an annual inspection by the Care Quality Commission (CQC).



Local Authorities have to make sure they have a way of checking services. In the West Midlands, a team of experts from other Local Authorities visited Telford and Wrekin to look at how we were doing and give ideas on how to make services better.



This happened in July 2013. The Peer Review team said that:

- There was a strong local commitment from the Council and its partners.
- The Council needs to get better at helping people to have and use Personal Budgets. All people should have a Personal Budget.
- By having better ways of planning, reviewing and managing services, the Council should be able to deal with having less money to spend on them.

For more information on our performance please see:

www.telford.gov.uk/factsandfigures



Our main goals

Our main goals for 2014/2015 are:



1 Making life better for people with care and support needs

- People manage their own support as much as they wish. They are in control of what, how and when they have support to meet their needs.
- Carers can do their caring roles and do other things that make them happy.
- People are able to:
 - find a job if they want to
 - have a family and social life
 - be involved in community life
 - not feel lonely



2 Delaying and reducing the need for care and support

- People can have the best health and wellbeing throughout their life. They can have support and information to help them manage their care needs.





- Helping people earlier so they need less care and support later.
- When people need care and support, they get it in a place that helps them to become independent again.

3 Making sure that people have a positive experience of care and support



- People and carers who use social care are happy with the services they receive.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what:
 - choices are available to them locally
 - what they are entitled to
 - who to contact when they need help.
- Workers respect the dignity of the person and make sure we support their needs.





4 Keeping vulnerable adults safe

- People enjoy physical safety and feel secure.
- People are free from physical and emotional abuse, harassment, neglect and self-harm.
- People are protected, as far as possible, from harm, disease and injuries.
- People are supported to plan ahead and have the freedom to manage risks the way they want to.



Main Goal 1 - Making life better for people with care and support needs

What we have done



- We looked at community meals services. We will keep our hot meals service for people who need it as well as the frozen meals service. We will be developing a befriending scheme to go alongside this service.



- A support service for people with autism living in the community has been developed in partnership with Listen Not Label.



- New Extra Care Housing has been built in Lawley Bank. There are 60 apartments for older people. It opened in June 2014. Another place will open this year in Ketley. There will be 86 apartments: 12 will be for people with learning disabilities.



- We looked closely at the services we provide to people and talked to service users and carers about our plans for change. We have to think again about what we should do.



- The Council has been talking to the Clinical Commissioning Group about working together to make things better for service users and their carers. We will work on this as part of the Better Care Fund plan in 2014/2015 (See page 36).



- Transition services changed in 2013/2014. We need to look at how we can improve things more for young people who still need support when they become an adult.



- Drug and Alcohol services have kept going. We need to look at how to make this work better with less money.



- We did not look at the Mental Health and Wellbeing Commissioning Strategy. Telford and Wrekin CCG is looking at the Mental Health Services Strategy. The strategy is about making sure more people are supported in the community instead of having to go into hospital.



Strategy – this is a plan that helps to make changes to something to make it better.



- More people are having Direct Payments. We will work hard to make sure even more people have them in 2014/2015.



- The Better Care Fund is helping to make sure there are more local care and support services.
- We are also working to make a place online for young people with Special Educational Needs and Disabilities (SEND) to buy services. We are also making a list of Personal Assistants.



Personal Assistants – people who work as paid carers for people who have Direct Payments.



- We are working on a strategy for Prevention Services. We are working on making sure all services work together better.

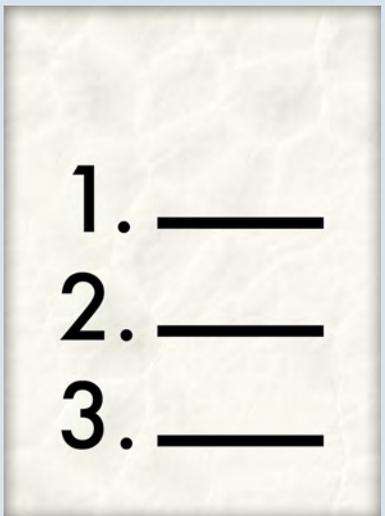


Prevention Services – services to help people stay independent without the need for Social Services.

What we still need to do



- We have looked at how we can save more money in the services the Council provides:
 - Changes have been made to the way our managers are organised.
 - The Enablement Support Service has been stopped.



- Ideas have been agreed to improve Day Opportunities for adults with learning disabilities.

- The Shared Lives Scheme is changing. We are also trying to get more carers for people with more needs.

- A Better Care Fund Plan has been developed for 2014/2015. It includes a better enablement project and working with the community to be able to help people.

Enablement – helping people become more independent. This could be learning to do every day tasks like cooking or making drinks.

We will:

- Work hard to help more people have Direct Payments and Personal Assistants (PA).
- Look at how we provide Alcohol and Drug services.
- Make Information and Advice services better.



- Think about how we support carers and provide advocacy. We have to make sure we follow the Care Act 2014.



- Check how we buy care services to make sure we are helping people in the right way and are getting value for money.



- Keep working with Public Health services to help people stay healthy and well.
- Make sure we keep adults safe and still give them choice and control over their life.



- Check the way that we keep adults safe.
- Make sure personal budgets are part of community care. Assessment and Support Planning will be split up. This will give people more choice and control over how they spend their personal budgets.



- Work to make sure transition arrangements keep to the changes brought in for Special Educational Needs and Disability (SEND) reforms on 1st September 2014.

Main Goal 2 - Delaying and reducing the need for care and support



What we have done

- We have worked to improve support services to help people stay independent and living in their own home.
- Sheltered Housing services have changed after speaking to service users about what they want. A group will be put together to make sure the services keep changing to meet service users' needs.
- Plans have been made with Telford and Wrekin CCG to help make sure we work together to make decisions about services and how to check them.
- Assistive Technology is used much more to help support people and reduce the need for care services.
- “MyLife Portal” is now up and running. It has lots of information, advice and guidance.
<http://telford.mylifeportal.co.uk>
- There is a new service provider at Ellen Court rehabilitation unit. People with mental health issues need less support and more have their own tenancies.





- Community based mental health services are helping to reduce the need for people to have to go into hospital.



What we still need to do

- Look at Supported Accommodation in 2014/2015. This is support for people in their home.

Residential Care



- Make sure Assistive Technology is part of all support plans when suitable.
- Change how we provide services for people with mental health issues and learning disabilities. We want less people to go into residential care.



- Make sure more people have support in their own homes.
- Look at how we do Support Planning to help people in new and different ways.



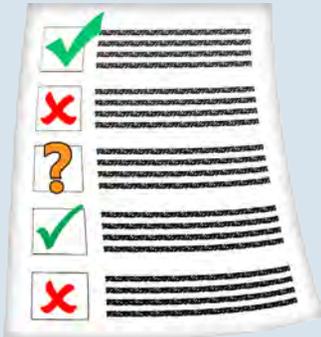
- Make sure our website is better and easier to find the information you need.
- After looking at Adult Social Services we know we need to make our Information and Advice Services better.

Main Goal 3 - Making sure people have a positive experience of care



What we have done

- Listened to what service users and carers have to say. One example is that the Carers Partnership Board helps share people's views and how services are changed.
- Listened to compliments and complaints to check where we are doing a good job and where we need to make changes.
- Worked on making our computer systems better to help check on how we spend money and help us work in a better way.
- The work on the Resource Allocation System (RAS) has finished. This system will help ensure fairness for all people having personal budgets and getting community care support.



Resource Allocation System

(RAS) The system that decides how much money you need for your Personal Budget.



Looked at how transport is provided. The money for transport for people is now part of the RAS.

- There is a Workforce Development Strategy. It is a plan for our workers to learn new things to help make our services better.
- There is a new service for Independent Mental Health Advocacy (IMHA). We are happy with how the service is doing.

What we still need to do

- Keep a check on the information from the RAS to help make assessments better.
- Make some changes to our Workforce Development Strategy so that it is ready for the changes coming in with the Care Act 2014.
- Make sure the way we do reviews gets better.
- Check that care providers are providing good services. We will look at how we make agreements with care providers and how we check on them.



- Look at transport arrangements as part of Support Plans for each individual.
- See how the Better Care Fund can help us give people care closer to home so they do not go into hospital for the wrong reasons.



- Make sure staff use mobile working more to help service users have a better assessment.



Mobile Working – this is where staff work at lots of different places not just in one office.

What people say about our services



What people say about our services tells us how well we are doing to meet people's needs. Where people have not been happy with something we have looked at how we can make things better.



Some people have said they are happy with our staff and our service. Some people say they have been made to feel safe and secure and were treated with respect. This shows how we really do want people to have good quality, personalised services.

Main Goal 4 - Keeping vulnerable adults safe



What we have done

- The work on a new contract with domiciliary care providers took longer than we thought it would. The new contract will make sure service providers have to work with the Council to keep adults safe. It will also make sure they give good services and are good value for money.
- We have been looking at how we are doing locally and across Shropshire, Telford and Wrekin.
- There is a new Service User and Community Engagement Group. It is a small group connected to the Safeguarding Adults Board and has lots of different people from our advocacy groups on it.
- Signed up to the national 'Making Safeguarding Personal' project. This will help us make sure people are getting the results they need and keep a check on how we are doing.





- Worked on making sure the ideas from West Midlands Safeguarding Policy are used locally. The Police and Fire Service are members of the Safeguarding Adults Board.



- After the Winterbourne View work we did, we worked with people who needed to be reviewed. We checked they are in the right place getting the right support.
- The person who checks the quality of services is now also checking services for people out of area.

Out of Area – when a person is living in another place but still having their care paid for by the local council.



What we still need to do

- Check what we do to keep adults safe and meet the requirements of the Care Act 2014.
- Have an Adult Protection Team when we change the way our services work. This will help us with bringing in the Making Safeguarding Personal project.

Health and Wellbeing in Telford and Wrekin



Telford and Wrekin's Health and Wellbeing Board has been going for just over a year. It is an exciting time as the Board starts to understand the 10 Health and Wellbeing main goals:

- **1** Reduce excess weight in adults and children
- **2** Reduce teenage pregnancy
- **3** Improve emotional wellbeing
- **4** Support people with autism
- **5** Reduce the number of people who smoke
- **6** Reduce the misuse of alcohol and drugs



7 Improve carers' health and wellbeing (all ages)

8 Help people live longer and make health more equal



9 Support people to live independently

10 Support people with dementia



The Board has kept a check on these main goals for the last year. Some of the things that have happened are:

- Agreeing the new drugs and alcohol strategy.
- Signing up to the Local Government Declaration on Tobacco Control to help stop people smoking.
- Taking on the ideas of the Better Care Fund.





Over the next year, the Health and Wellbeing Board will keep making sure we work on these main goals.

We will keep a check on Commissioning and Transformation Partnerships (CATPs). The Partnerships include:



- Better Care Fund Board
- Community Safety Partnership
- Children, Young People and Families Board
- Living Well Board



To see more about our work, please see the Health and Wellbeing Newsletter. Look on the Telford and Wrekin Health and Wellbeing website:

www.telford.gov.uk/hwb

You will also find more information about the Board including membership and future dates.

The Care Act and The Better Care Fund



Last year we told you about the Care Bill. It is now the Care Act 2014. It has brought all the laws about Adult Social Services into one place.



The Council is working on the ideas in Part One of the Act which have to be in place by April 2015. The ideas are to make it:

- Easier to understand what Councils need to do.
- Fairer for everyone needing care and support.



Part Two of the Act talks about how funding is changing. These ideas will come in from April 2016. The ideas talk about how and what people have to pay for when it comes to care and support services.



From April 2015, the Council and CCG will be working together to use money they have to share to make services better for people who use services and their carers.



We will have more to do as a Council. We are waiting to see how much money we will get to help us do the extra things we need to do.



The Care Act 2014 also supports the Better Care Fund (BCF). It is about helping people who have been in hospital and need support to stay at home.

To contact us about Adult Social Care



Visit the council's website at
www.telford.gov.uk/healthandsocialcare



Email us at access.team@telford.gov.uk



Telephone **01952 381280**



Or write to **Adult and Social Care Access Team, Telford & Wrekin Council, Darby House, Lawn Central, Telford TF3 4JA**

To contact us about our Local Account



Email us at localaccount@telford.gov.uk



Or write to **Delivery and Planning, Telford & Wrekin Council, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT**

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LOCAL ACCOUNT 2013 - 2014



Telford & Wrekin
COUNCIL