



# What Adult Care and Support are doing to improve people's lives in Telford and Wrekin

**ADULT SOCIAL CARE**  
LOCAL ACCOUNT 2011 - 2012



a co-operative  
council



Telford & Wrekin  
COUNCIL

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# Introduction

## Welcome to the 2011-12 Local Account.

Adult Care and Support services delivered by Telford & Wrekin Council continue to make significant improvements to the services we provide to support and help vulnerable people. We still have a lot to do to give people more choice and control over their lives and making sure everyone has access to services in order to live as independently as possible. All this is against a backdrop of severe financial pressures from both Government funding cuts affecting Councils and local NHS services plus the knock on effect of a 75% cut in continuing health care funding for local people by the Primary Care Trust which has added substantially to Council social care costs. We are also managing the local impact of huge changes taking place in the NHS nationally. Like all Councils we also have to manage the growing impact of the disappointingly slow progress by successive governments, to address the long standing problem of a national social care funding structure no longer fit for purpose with a rapidly ageing population structure.

**This local account is a way for us to let you know what we are doing to improve people's lives in Telford and Wrekin. We'd like to hear what you think about it and if you have any comments you will find details of how to contact us on [page 19](#).**

**If you would like any more information about how we created this Local Account, including the changes we have made as a result of comments made to us during consultation, these can be found on our website at [www.telford.gov.uk/localaccount](http://www.telford.gov.uk/localaccount) or you can request these by using the Local Account contact details on [page 19](#). We are also planning to create an easy read version of this document.**

The future will be both challenging and exciting as we develop closer working relationships with GP run Telford and Wrekin Clinical Commissioning Group (which takes over from the Primary Care Trust) and implement the changes introduced by the Health and Social Care Act in March including the development of our Health and Wellbeing Board.



**Cllr Liz Clare**  
Cabinet Member



**Paul Clifford**  
Director of Adult and  
Community Services

# Our Telford and Wrekin

POPULATION  
2010

**TOTAL**  
**170,300**

<b>18-64</b>	106,600
<b>65-74</b>	14,400
<b>75+</b>	10,400
<b>85+</b>	2,800

By **2026** the population as a whole is estimated to increase by 26,100 (**15%**) to **196,300**

**IN TELFORD AND WREKIN IT IS ESTIMATED THAT:**

**Around 30,600 people report having a long term, limiting illness**

By 2026 there will be 33,900 people aged 65 and over living in Telford & Wrekin, an increase of 9,200 people or 37%.

Around 24,800 people are aged 65 or over. It is estimated that 8,800 of these live alone

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

Around 2,800 people aged 15 – 64 are estimated to have a learning disability

**Around 17,100 people aged over 18 provide unpaid care to a partner, family member or other person**

Around 8,300 people (aged 18-64) have a moderate physical disability, with a further 2,500 people having a severe physical disability

**HOWEVER,**

**many of these people live independently in the community without community care support.**

To find out more about the population of Telford and Wrekin, visit [www.telford.gov.uk/factsandfigures](http://www.telford.gov.uk/factsandfigures)

# What we do

Working with partners, Adult Social Care supports people over the age of 18 to remain 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 adults who have significant needs as a result of physical disabilities, sight or hearing problems, learning disabilities, mental illnesses, older people including those with dementia, people needing drug or alcohol recovery services. We also support young people aged 16+ who receive children's services in their transition to adulthood.

There are a number of ways that the support we give can be provided. This includes giving people the money to find their own care and support to meet their needs, or asking us to arrange and manage a package of care on their behalf.

For more information, visit [www.telford.gov.uk/healthandsocialcare](http://www.telford.gov.uk/healthandsocialcare) or for a full directory of our services visit [www.telford.gov.uk/directory/20/adult\\_care\\_and\\_support](http://www.telford.gov.uk/directory/20/adult_care_and_support)



**The numbers below show the number of adults receiving care and support from us in 2011/12**

<b>4700</b>	A first point of contact Access Service for information, advice and referrals
<b>5500</b>	Social Worker Services including assessments and reviews
<b>450</b>	Safeguarding Adults Investigations
<b>700</b>	Preventative services
<b>2000</b>	Equipment or adaptations to homes to help people live independently
<b>1600</b>	Short-term enablement help to restore or maintain people's independence
<b>800</b>	Day Services and Short Breaks
<b>1600</b>	Care at Home, including ExtraCare Housing
<b>900</b>	Care in Residential or Nursing Homes
<b>700</b>	Drug and alcohol recovery services
<b>1900</b>	Carer's assessments and services
<b>2200</b>	Housing related care and support (Supporting People)
<b>300</b>	Transition services for young people aged 16+ who are leaving children's services

# The money we will spend in 2012/13

**£3M** Direct Payments

Residential & Nursing

**£25M**

**£10.8M** Home & Day Care

**£11.6M** Social Work Assessment & Support

**£1.3M** Transport

**£3.5M** Supporting People

**£0.5M** Equipment

**£0.4M** Premises

**£1M** Respite

**£4.5M** Support Services

**£7.2M** Other services including grants to voluntary organisations

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**TOTAL = £68.8M**

# Our performance

There are many ways to measure the impact we have on people and communities. Here are some examples of what our performance told us in 2011/12 and what we are doing about it:

- The overall satisfaction people report with our services was **ABOVE THE NATIONAL AVERAGE** last year and has increased further this year.
- The number of people who contacted us whose needs were dealt with at the point of contact went down. We wanted this number to go up, and **WE HAVE ALREADY ADDRESSED THIS** by making changes to the teams involved.
- It is taking us longer to assess people, however we believe this is because we are working to **MAXIMIZE PEOPLE'S INDEPENDENCE FIRST** and then when we do a full assessment, these are more complex and take longer.
- One of our priorities is to increase the number of people who have control over the care and support services they get, and a third of the people who receive a service from us choose how they want to receive this service, **AN INCREASE ON THE PREVIOUS YEAR.**
- By working hard to keep people independent and in their own homes as long as possible, we are seeing an increase in the number of people getting high levels of homecare.
- Supporting carers is one of our priorities and there was a large increase in the number of carers receiving a service.
- Users of social care services report a **HIGHER 'QUALITY OF LIFE' THAN LAST YEAR**, which is good news. However, we are predicting this will still be low compared to national rates, which is not so good. We will continue to do work to understand this.



# Our performance

- The number of people we supported to successfully complete drug treatments improved as we have worked hard to improve systems to see better outcomes for the people using the service.
- We have put extra resources into reablement and have seen an increase in the number of people who use our services who say they have **MORE CONTROL OVER THEIR DAILY LIVES**.
- The number of people admitted to residential or nursing care increased, which is due both to **INCREASES IN THE NUMBER OF ELDERLY PEOPLE IN THE BOROUGH** and because of changes in funding with the NHS (Continuing Health Care).
- We are working hard to ensure people are completely independent, and a third of people who had a reablement service from us required no support afterwards. However, the number of people who receive a reablement service after being in hospital and are at home 91 days later has dropped slightly.



- The proportion of people who say that they find it easy to find information about services has dropped. This may reflect the changes we have been making to how we organise ourselves in the last year, so **WE WILL MAKE THIS A PRIORITY FOR IMPROVEMENT**.
- We are pleased that the proportion of people who use services who say they feel safe has increased slightly, although is predicted to still be below the national average and will work with other teams in the council to address this.

# Our priorities

Our priorities for this year are:

# 1

## **Enhancing the quality of life for people with care and support needs**

- People manage their own support as much as they wish, so they are in control of what, how and when support is delivered to match their needs.
- Carers can balance their caring roles and maintain their desired quality of life.
- People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness or isolation.

# 2

## **Delaying and reducing the need for care and support**

- People have the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs.
- Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services.
- When people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence.

# 3

## **Ensuring that people have a positive experience of care and support**

- People who use social care and their carers are satisfied with their experience of care and support services.
- 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, and who to contact when they need help.
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

# 4

## **Safeguarding adults whose circumstances make them vulnerable and protecting them from harm**

- 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 avoidable harm, disease and injuries.
- People are supported to plan ahead and have the freedom to manage risks the way that they wish.

# 5

## **Delivering transformation and managing resources**

# Priority 1 - Enhancing quality of life for people with care and support needs

## What did we achieve?

- We have worked to develop 15 more small local care and support service providers to help people have greater choice and diversity of services. These providers offer a range of traditional as well as more unusual services which respond to individual need.
- Carers can now access emergency respite 24 hours a day, seven days a week. To find out more visit [www.telford.gov.uk/carers](http://www.telford.gov.uk/carers) or see **page 19** for how to contact us.
- We have worked with the Hospital and Community-based Health teams to improve the process for people leaving hospital safely.
- Church Parade, a new four bed unit for people with learning disabilities and challenging behaviours, opened in October 2011. The Council and the NHS worked together to create this successful new service which gives people an opportunity to stay locally and for us to work with them to plan their next steps.
- Lightmoor Extracare housing opened in November 2011, enabling more people to live independently with support to match their needs. To find out more about our Extracare housing visit [www.telford.gov.uk/extracare](http://www.telford.gov.uk/extracare) or see **page 19** for how to contact us.
- We have seen an increase in the number of young people leaving care who go on to further education.
- We established a service for young people aged 16-25 which makes sure that the pathway from children's services to adult services is improved.
- We now have 'carers champions' within teams to ensure that the needs of carers are always considered.
- We have invested in Memory Services to ensure that people have an early diagnosis of dementia and have developed a range of community support services to help people with dementia and their family carers have a good quality of life.

## What do we still need to do?

- We will be increasing our understanding of carers' needs by undertaking a survey and are committed to using the results to inform planning for the future.
- We have started work on implementing the national autism strategy by working with colleagues, people on the autistic spectrum and their families. This will result in a full action plan by March 2013 detailing the changes we will be making.

- Detailed pilot work took place to look at how to help people with Learning Disabilities have healthy lives. This has been very successful and we will now be working with people with learning disabilities, their families and health and social care staff to make sure everyone is as healthy as possible.
- We will be reviewing what we have available to people who are not eligible to receive services during 2012, including community meals services.
- New Extracare facilities are being built in Ketley and Dawley.
- We will be reviewing in-house services to consider the best way to deliver personalised care for adults with learning disabilities and other people.
- We will continue to develop and grow the small local care and support services that are available, with a particular focus on the quality of these services.

## FACTS

Almost **2,500** community care assessments completed by social care during 2011/12.

**270** people received a direct payment during 2011/12.

**1,790** people received self-directed services.

**1,730** carers were assessed during 2010/11.

## CASE STUDY

**We have recently arranged a transfer of a care package for an older person who wanted to take a break in scotland.**

The social worker worked with the person, her family and the care agency to provide the same level of support he received at home to ensure he participated in the activities provided by the hotel such as personal care and medication prompts.

This enabled him to have a personalised care plan whilst on holiday.



## Priority 2 - Delaying and reducing the need for care and support

### What did we achieve?

- We saw an increase in the number of carers we make contact with while the person they are caring for is in hospital, enabling us to provide support to them earlier.
- The length of time people with mental health problems stay as an inpatient has reduced.
- We have increased the use of technology to help people stay independent and in their own homes. To find out more about staying independent [www.telford.gov.uk/stayingindependent](http://www.telford.gov.uk/stayingindependent) or see **page 19** for how to contact us.
- We have added investment to the Red Cross service to increase the support people get when they are going home following a hospital stay.
- We have invested in services that help ensure people are not waiting in a hospital bed when they are ready to go home.
- We held specialist training to work with people with personality disorders (emotional learning difficulties) which has reduced admissions to hospitals.

### What do we still need to do?

- We are working with providers of services and those people receiving help so we can redesign our low-level housing related support (Supporting People) services by April 2013.
- We want to increase the number of beds we have available for people to use whilst we work with them to ensure they can go home following a stay in hospital.
- We will be continuing to build our rehabilitation and reablement team, including developing additional health therapy posts.
- We will work together with health to further develop the technology available for people to stay independent and in their own homes.

### FACTS

Almost **1,400** people had access to a community alarm within their home during 2011/12.

**1,600** referrals received by Intermediate care in 2011/12 - 1130 completed a reablement program.

## Priority 3 - Ensuring that people have a positive experience of care

### What did we achieve?

- We enabled higher numbers of people to talk to us and receive information, advice or services. We are expecting our numbers to go up even further next year.
- The response times for our memory service and our dementia team have got better, meaning people get our help more quickly.
- We introduced a range of easy-read fact sheets to help ensure our information is clear and understandable to everyone. Find them and our directory of services at [www.telford.gov.uk/directoryofservices](http://www.telford.gov.uk/directoryofservices) or see **page 19** for how to contact us.
- We continue to ensure that carers are involved in the services we run through a carers partnership board and a carers forum.
- We developed a new website to improve the information available to people, which you can visit here [www.telford.gov.uk/healthandsocialcare](http://www.telford.gov.uk/healthandsocialcare) or see **page 19** for how to contact us.
- More people told us that they felt involved in the planning of their care.

### What do we still need to do?

- We will continue to listen to comments we get and work to improve the quality of the services we provide.
- We will be further developing the information and advice services we have, maximising the use of both paper and electronic ways of communicating.
- We experienced a number of challenges as we started using a new computer system, leading to problems in paying providers and invoicing people. We appreciated everyone's patience during this difficult time and are continuing to work on improving the system and service.
- We are planning to improve the information people have about dementia services by working with the Alzheimer's Society to publish a directory.
- We are working with advocacy service providers to develop a more coordinated approach to help increase the quality of these services within the funding available.
- We will be commissioning a new Healthwatch service which will provide health and social care advice, information and signposting.

## Priority 3 - Ensuring that people have a positive experience of care

“

All the members of the team have been an excellent source of help to my wife at this time, and it is my hope that in these times of cuts, your services are not affected, for that can only cause more suffering in the Borough.

”

“

Just to say thank you for all the help, advice, support and sympathy you have given us over the last very difficult weeks. All the additional equipment installed has been a tremendous help and it is all being well and truly used!

The service we have received has been top quality and has enabled me to stay at home, with my family, rather than being in hospital.

”

Our Access service dealt with approximately

**4,700**

referrals during 2011/12.

Over **800** people receive advice and information from our access service or were sign posted to another agency.

**FACTS**

## Priority 4 - Safeguarding adults whose circumstances make them vulnerable and protecting them from harm

### What did we achieve?

- We provide an adult protection process, linked with a range of wider safeguarding measures, which has succeeded in keeping many vulnerable people safe from harm.
- We are working for a common approach to Adult Safeguarding covering the whole of the West Midlands, covering all local authorities and partner agencies, so that we all work in a similar way.
- Our involvement in Multi-Agency Public Protection Arrangements (MAPPA) contributes to the reduction in harm caused by dangerous offenders.
- Through our active participation in Multi-Agency Risk Assessment Conference (MARAC) partnerships, we assist in the reduction of risk and harm caused by domestic violence.
- We are leading the work on promoting Dignity in Care across the area.
- We work to increase people's awareness and make sure that abuse is not hidden, for example the World Action on Elder Abuse Day.
- We make sure safety, well-being and dignity are important in the services we buy from the independent and private sector.
- In a survey of people who have been assessed, 91% of people agreed they were treated with dignity and respect during the assessment process.

### What do we still need to do?

- Continue to make sure providers (internal and external) follow safe working practices and meet agreed quality and safety standards, by regular monitoring and holding services to account.
- Find ways of involving people in helping us to make our safeguarding service work even better.
- Look at Advocacy Services to provide improved support for vulnerable adults within the adult protection system.
- Improve the way we gather information about people's experiences.
- We will consider the 'Winterbourne' report on failure to safeguard people with learning disabilities, identifying actions required to prevent abuse locally.
- Some users of our services tell us that they don't feel safe, so we will continue to work with our partners such as the Police and Fire Service to help make people feel safe and secure.

# Priority 5 - Delivering Transformation and Managing Resources

## What did we achieve?

- We made savings by reviewing our accommodation, for example we moved the drug and alcohol services to one building and created one team from two. This delivered cost efficiencies whilst still improving the performance of the new team.
- We maintained our investment in the voluntary sector.
- We restructured the way our services are delivered in order to make savings because of government funding cuts. During this difficult time we maintained our assessment and review rate.
- We completed the Rehabilitation and Reablement strategy for Telford and Wrekin and started implementing it as part of our new ways of working and delivering services.

## What do we still need to do?

- We will be developing new processes and IT systems to meet the personalisation and transformation agenda. This will include:
  - A system that more clearly documents and helps collaborate the values of personal budgets.
  - A system to ensure we provide people with statements detailing what their personal budget has been spent on.
  - A system to ensure both staff and the public can see all the choices that are available to them to help meet their care and support needs (My Life Portal).
- We will be reviewing procurement as part of a council-wide efficiency programme, including reviewing procurement of contract fees, domiciliary care and Supporting People.
- As part of a council wide initiative we will be working with the voluntary sector to improve the commissioning and procurement process.

# Health and Wellbeing in **Telford and Wrekin**



The future will be both challenging and exciting as we develop closer working relationships with Telford and Wrekin Clinical Commissioning Group and implement the changes introduced by the Health and Social Care Act which became law on the 27 March 2012.

As well as supporting greater integration of health and social care services, the Act requires local authorities to have shadow arrangements in place in 2012/13 for a Health and Wellbeing Board to oversee the development of Health and Wellbeing priorities and strategy, new commissioning arrangements for health and social services, creation of a local Healthwatch organisation to support the local population to represent their views and the transfer of most public health responsibilities from the NHS to the local authority.



You can find out more by visiting the Telford and Wrekin Health and Wellbeing website [www.telford.gov.uk/hwb](http://www.telford.gov.uk/hwb)

# Care and Support

In addition to these changes, we are, as this local account is being developed, formulating a response to the publication of the Care and Support White Paper and Care and Support Bill. The vision set out in the White Paper is generally positive and reflects our priorities set out earlier in this account to promote wellbeing and independence at all stages to reduce the risk of people reaching a crisis point, and so improve their lives.

The Bill, assuming it becomes law will consolidate adult social care law into one statute, as recommended by the Law Commission, making it easier for all to understand what is currently a very complex and confusing legal position.

Telford & Wrekin Council welcomes these proposed changes but is concerned about the government's failure to address the funding situation. The level of national funding for adult care and support is already inadequate to meet the increasing demand for services and needs of an ageing population and the changes may increase expectations further.

Whilst supporting the overall recommendations set out by the Dilnot Commission's review of adult social care funding, the Bill does not address the funding position. The government did publish "Caring for our future" progress report on funding reform. This report accepts that there should be a cap on lifetime care costs that people face, the threshold at which people lose means tested support should be raised and there should be universal access to deferred payments for people in residential care. However they have made it clear that no decision will be made about changing the current threshold or introducing a cap before 2015.

## To contact us about Adult Social Care



Visit the council's website at [www.telford.gov.uk/healthandsocialcare](http://www.telford.gov.uk/healthandsocialcare)



Email us at [access.team@telford.gov.uk](mailto: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



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