



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

ADULT SOCIAL CARE
LOCAL ACCOUNT 2012 - 2013



a co-operative
council



Telford & Wrekin
COUNCIL

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Introduction

Welcome to the 2012/13 Local Account

Adult Care and Support services delivered by Telford & Wrekin Council continue to improve the services we provide to support vulnerable people. However we still have a lot to do to give people more choice and control over their lives and make sure everyone has access to support in order to live as independently as possible. This is supported by a recent Peer Challenge Review which suggests we need to step up the pace of change.

All this is against a backdrop of severe financial pressures from Government funding cuts to local government, to the welfare benefits system and local NHS services. 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 that is no longer fit for purpose. This is at a time when the number of older people in our population is increasing and a growing number of dependent young people are living into adulthood. The Government have now announced plans through the Care and Support Bill, which will from 2015 start to reduce the burden currently placed on some people to fund all of their own care. This will however place even more financial pressure on the system, when the Council already finds it difficult to allocate

sufficient funding now and is having to further reduce spending in this area.

The future provides both challenges and opportunities 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 2012. These include the development of our statutory Health and Wellbeing Board working closely with our partners and development of more integrated pathways to better meet the health and social care needs of our population. We must continue to implement more efficient ways of delivering care and support to an acceptable quality standard. At the same time we must commence our planning for the major changes that will be introduced by the Care and Support Act, when it is implemented in 2015.

We're grateful for the response we've received to consultation on the draft Local Account. Most respondents agreed with the content, clarity and length of the report and we received helpful suggestions around the use of real life examples and reference to support for carers that we will incorporate into next year's report. Details of the response to the consultation can be found by following the links to the Local Account on page 24.

Cllr Arnold England
Cabinet Member



Paul Taylor
Interim Director, Health,
Wellbeing and Care



Our Telford and Wrekin

POPULATION 2010

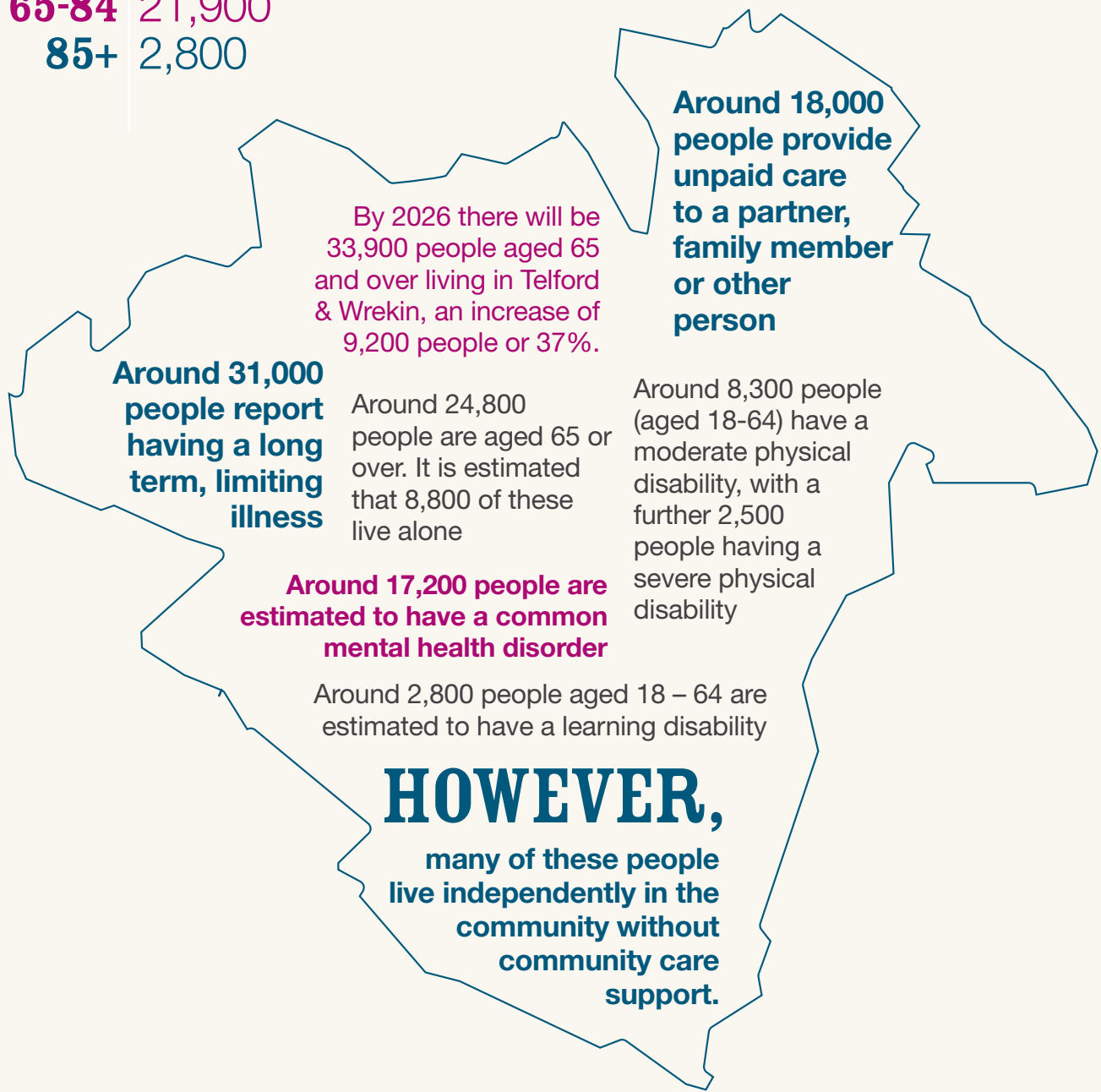
TOTAL
170,300

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

PROJECTED POPULATION FIGURES

	2010	2016	2021	2026
Age 65-84	21,900	26,200	28,800	30,600
Age 85+	2,800	2,800	2,900	3,300

IN TELFORD AND WREKIN IT IS ESTIMATED THAT:



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

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 and people on the autistic spectrum. 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. We also support the development of good quality, well located and adapted housing to support people to stay independent, healthy and well. We support the community to help people find their own solutions without needing to access community care services and help people to regain independence so that they do not need ongoing care and support.

For people who do have care and support needs we have a responsibility to ensure that a diverse range of good quality service provision is available in their local community, where feasible. In addition to our community care responsibilities we take the lead in safeguarding vulnerable people who have been or may be at risk of abuse. For more information, visit www.telford.gov.uk/healthandsocialcare or for a full directory of our services visit <http://telford.mylifeportal.co.uk>



The numbers below show the number of adults receiving care and support from us in 2012/13

4,600	A first point of contact Access Service for information, advice and referrals	800	Day Services and Short Breaks
3,400	Community Care Assessments	1,700	Care at Home, including ExtraCare Housing
3,700	Reviews of people receiving services	1,000	Care in Residential or Nursing Homes
500	Safeguarding Adults Investigations	700	Drug and alcohol recovery services
1,000	Preventative services	1,900	Carer's assessments and services
1,700	Equipment or adaptations to homes to help people live independently	2,200	Housing related care and support (Supporting People)
1,600	Short-term enablement help to restore or maintain people's independence		

The money we will spend in 2013/14

£2.9M Direct Payments

Residential & Nursing

£23.9M

£16M Community Care e.g Homecare, Daycare

£5.3M Social Work, Prevention and Support

£1.3M Transport

£2.8M Supporting People

£0.6M Equipment

£1.4M Respite

£5.6M Support Services

£2.1M Commissioning, Business Support and Management

£6.7M Other services including grants to voluntary organisations

TOTAL = £68.6M

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 2012/13:

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

- One of our priorities is to ensure that people can manage their own support as much as they wish (we call this 'self-directed support') and many more are now able to have control of their support. **THIS IS A SIGNIFICANT IMPROVEMENT ON LAST YEAR.**
- However we have low numbers of people who receive a direct payment to manage their support. We have set a challenging target to increase this next year as we would like to increase this number.
- 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.
- The numbers of people with a learning disability reported to be in paid employment or who are living in their own home (or with their family) is **LOWER THAN THE NATIONAL RATES.**



Delaying and reducing the need for care and support

- The number of people who receive 'low-level' services such as meals or equipment to help them stay in their home has increased as planned.
- 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 and a **REDUCTION IN THE NUMBER OF PEOPLE PERMANENTLY ADMITTED TO RESIDENTIAL AND NURSING CARE.**
- We have again worked hard to ensure that the number of people who have their stay in hospital extended because care and support is not in place for them to return home has decreased (what we call a 'delayed discharge').



Our performance



- **SUPPORTING CARERS IS ONE OF OUR PRIORITIES** and although we have seen a slight reduction in the number of carers receiving information, advice and services, the number we support is still high.
- The number of people who received a reablement service after being in hospital and are still at home 91 days later has dropped this year, reflecting the pressures being placed on social care from people with high care needs being discharged from hospital.

Ensuring that people have a positive experience of care and support

- We have seen a fall in the number of people who are satisfied with the care and support services they received and need to do more work to understand why this has happened.
- Early releases of survey data suggest that **OUR CARERS HAVE A HIGHER LEVEL OF SATISFACTION** with social services than nationally, and that the majority of our carers feel that they have been included in the discussions about the person they care for.
- 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, but **WE ARE NOW DEVELOPING AN ONLINE INFORMATION RESOURCE CALLED MYLIFE.**

Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

- We are pleased to see that the number of people who use care and support services who feel safe has increased.
- There has been a **DECREASE IN THE NUMBER OF PEOPLE WHO RECEIVE SOCIAL CARE SERVICES** who have been reviewed in the year and this is being specifically targeted for improvement in the coming year.
- We have introduced new performance measures for 2013/14 to better monitor the cases where action has been taken to reduce or remove risk to vulnerable adults.



For more information on our performance please see www.telford.gov.uk/factsandfigures

Our priorities

Our priorities, which are in line with the National priority outcomes, 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 continued to work to develop 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.
- We have worked with the Hospital and Community-based Health teams to improve the process for people leaving hospital safely. We are now one of the best local authorities in the region supporting people to leave hospital safely, without delay.
- Supporting people with Dementia is a key priority for us and our achievements include:
 - Development of 'Who I am' Passport.
 - Commissioning of a Community Speech and Language Therapy Service for Dementia.
 - Developing a range of peer and community support initiatives and cafes, like the Age UK Diamond Drop-Ins at Frizes Leasowe.
 - Sustained public and professional awareness-raising through specifically commissioned services, (DARE Project Delivery of 'Creativity in Dementia Care', supporting people to live well with dementia in the community.
 - Development of Dementia Services Directory.
- Following a successful pilot we have worked with Adults with learning disabilities, their families and staff to develop a healthier lifestyle programme which has achieved positive outcomes.
- We have increased the number of people with learning disabilities who are living more independently within the Borough, as tenants.
- We have increased our understanding of carers' needs by undertaking a survey and analysing data and have developed a Carers Strategy and an action plan to help us deliver local carers services
- We continue to have 'carers champions' within teams to ensure that the needs of carers are always considered.
- We have increased the size of our rehabilitation services to help more people become independent and we have increased the use of technology to help people stay independent and in their own homes. To find out more about staying independent <http://telford.mylifeportal.co.uk> or see **page 24** for how to contact us.
- We have a draft autism strategy and action plan that will improve access to low level preventative services and increase the opportunities for front line staff to access training.

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

What do we still need to do?

- We will be reviewing what we have available to people who are not eligible to receive services during 2013, including community meals services and low level preventative services and those people with autism.
- New Extracare facilities are being built in Lawley and Ketley. The Lawley scheme is scheduled for completion later this year. The scheme will offer 60 apartments. The Ketley scheme will come on stream later next year and will provide 86 apartments. Both schemes are being developed by Sanctuary Housing. 12 of the units at the Ketley site will be for people with learning disabilities.
- We will be reviewing in-house services to consider the best way to deliver personalised care for adults with learning disabilities and other people. Initial consultation has taken place and a proposal for a new model of service delivery has been proposed. An extensive programme of consultation will be starting from September 2013.
- 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.
- We will be developing a Prevention Strategy to include the joining up of certain services with the Clinical Commissioning Group, voluntary, and private sector organisations, ensuring links are made to Healthwatch and commissioning services.
- The Continuing Health Care and End of Life work programme has started exploring commissioning strategies and investment targets for people needing continuing intensive health and social care and palliative care. Further considerations will also include personal health budgets for such care needs.
- We will review the Transition and Leaving Care Services in order to ensure better outcomes for care leavers and young people in transition to adult services.
- We will redesign the Drugs and Alcohol Recovery Services to help more people gain work, education and a place to live.
- We will be reviewing the Mental Health and Wellbeing Commissioning Strategy to ensure we are meeting local needs and are prioritising resources effectively.
- We will be putting actions in place to increase the number of people receiving a Direct Payment.

FACTS

2,100

people received self-directed services.

1,450

carers were assessed during 2012/13.

3,400

Almost 3,400 community care assessments completed by social care during 2012/13.

290

people received a direct payment during 2012/13.

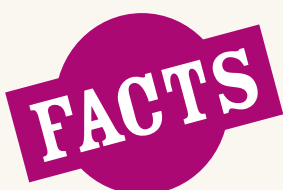
Priority 2 - Delaying and reducing the need for care and support

What did we achieve?

- We have increased the use of technology to help people stay independent and in their own homes.
- We have invested in services that help ensure people are not waiting in a hospital bed when they are ready to go home.
- We have continued to build our Reablement service; this is a multi-disciplinary team with both Social Care and Health Staff.
- We have commissioned a new service called Healthwatch which provides health and social care information and advice across adult care and support and health services and POhWER to provide Advocacy Support for Health Complaints.
- We have commissioned an additional nine intermediate care beds for people to use whilst we work with them to ensure they can go home following a stay in hospital:
 - We used one off funding to support people over the winter period to ensure that people could stay in their own homes rather than go to hospital.
 - We have worked with our partners across the health economy to modernise local mental health inpatient and community services.

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. Services include Floating Support, Sheltered Housing and Hub & Outreach.
- We will be looking to see how we can work more closely with T&W Clinical Commissioning Group to provide more efficient and seamless services.
- We will work together with health to further develop the technology available for people to stay independent and in their own homes. A mainstream approach which considers the potential of assistive technology at each stage of the customer journey is being worked on to ensure consistency and promotion of independence.
- We will produce an Information and Advice Charter and local Information and Advice Strategy.
- We will continue to strengthen the community mental health services in Telford and Wrekin to increase the number of people being treated within their own home and to reduce the length of stay in hospital. This will be done in partnership with the CCG and the South Staffordshire and Shropshire NHS Healthcare Foundation Trust.



Around **1,000** people have a 'low level' service outside of a care plan, such as equipment or meals.

1,600 people received a short term reablement program.

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

What did we achieve?

- A number of initiatives have been commissioned to support people with dementia to ensure that people have a positive experience of care, these include:
 - Developing workforce competencies in dementia and supporting implementation through a programme of education and training in dementia leadership.
 - Working with Shrewsbury and Telford Hospitals Trust to develop a Dementia Pathway and Composite Model of Care which supports person-centred care.
 - We have improved the information people have about dementia services by working with the Alzheimer's Society to publish a directory.
- We have developed a new website for all Adult Care and Support which offers information and advice, including financial advice and explanation of local and national charging arrangements, available in a range of formats, locations and channels including the internet. This information is available and accessible to all groups and individuals including self funders. This website can be found at <http://telford.mylifeportal.co.uk>
 - We have developed a Directory of Services, this is now available in both paper and electronic versions <http://telford.mylifeportal.co.uk>
- 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 <http://telford.mylifeportal.co.uk> or see page 24 for how to contact us.
- We continue to ensure that carers are involved in the services we run through carers partnership board and a carers forum.
- We have improved our care assessment process which is outcome focused ensuring that service users are at the centre of their assessment, with the aim of giving them greater choice control and responsibility over their desired outcomes they wish to achieve.
- We are improving our review processes to ensure service users are in receipt of review of their services on a regular basis when receiving community care services.
- We have developed a brokerage service engaging with the market when exploring provision of care requirements for service users.
- We have further developed the information and advice services we have, maximising the use of both paper and electronic ways of communicating. These include the commissioning of Healthwatch and the health related Independent Complaints and Advocacy Service.

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

- We also undertook the advocacy service review, and implemented new service specification for services against quality standards to ensure consistent and quality advocacy service provision. We have reviewed the specification for Independent Mental Health Advocacy as part of its transfer to local authority commissioning responsibility.
- We are in regular contact with the independent and voluntary sector to receive feedback to help us improve our services
- We are developing our systems and processes to ensure that the allocation of personal budgets for care services is consistent and universal across all client groups for those individuals that are eligible for adult care and support services, using a Resource Allocation System (known as a RAS).
- We are streamlining our business processes to ensure we improve the customer journey by making it simple, maximising our IT systems and avoiding duplication of data collection and recording.

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 continue to experience a number of challenges with our 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 developing efficient processes for agreeing personal budget allocations and establishing direct payments as the option of first choice.
- We are undertaking work to establish transport requirements for service users and will be developing a corporate strategy to include the transport review.
- We are developing a workforce strategy by undertaking analysis of our local workforce and are developing a new e-learning system to help the workforce with on line training courses, to ensure we have a well equipped workforce.
- We are developing new ways of working which will focus on new IT applications and mobile working.
- We will use competitive tendering to ensure we have a high quality, outcome focused Independent Mental Health Advocacy (IMHA) service, and increase the number of people who are supported by an IMHA in a community setting.

FACTS

Our Access service dealt with approximately

4,600

referrals during 2012/13.

Over **4,100**

reviews of social care services were carried out

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 have now adopted the same Adult Safeguarding policy and procedure as 11 other local authority areas in the West Midlands, so that we all work in a similar way and collect the same information.
- We have developed new Person at Risk practice guidance locally to support the practical implementation of the new Safeguarding Policy and Procedures. The new guidance specifies the appropriate gathering of information and records decision-making in response to allegations and concerns regarding adults at risk.
- 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 locality.
- We work to increase people's awareness and make sure that abuse is not hidden, for example by celebrating 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.
- We have revised the service specification for general advocacy with a range of our providers
- In a survey of people who have been assessed, nearly all 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.
- We are developing a new contract with domiciliary care providers, which will include an emphasis on safeguarding people receiving care in their own homes
- Use the opportunity offered by the new West Midlands policy and procedure on adult safeguarding, to compare and benchmark how we perform with other local authority areas
- Find ways of involving people in helping us to make our safeguarding service work even better.
- Improve the way we gather information about people's experiences.

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

- 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 have redesigned our Mental Health Services; there are two teams known as East and West. This delivered cost efficiencies whilst still improving the performance of the new team.
- We maintained our investment in the voluntary sector and developed a commissioning framework
- We continued to restructure the way our services are delivered in order to make savings because of government funding cuts.
- 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.
- We further developed our Access team for all people as one point of contact, one team, one telephone number
- We developed a system which will 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 initiated a project to review the commissioning of Domiciliary Care, with a view to co-producing a new framework for future purchasing by both the Council and people using their Direct Payments

What do we still need to do?

- We will continue to develop new processes and IT systems to meet the personalisation and transformation agenda. This will include a system to ensure we provide people with statements detailing what their personal budget has been spent on.
- We will be looking at how the Council will buy services to make best use of council money
- We will be reviewing the way we purchase services as part of a council-wide efficiency programme, including contract fees, domiciliary care, residential & nursing home care and Supporting People, working with Shropshire Partners in Care (SPIC). Significant progress has been made but further work is programmed.
- As part of a council wide initiative we will be working with the voluntary sector to improve the commissioning and procurement process.
- Service review of our in house service provision is in progress and a phased implementation of new agreed services will start April 2014
- We will prepare an updated Position Statement of the Adult Learning Disability Strategy 'Getting a better life for adults with learning disabilities in Telford and Wrekin'.

Priority 5 - Delivering Transformation and Managing Resources

- We will be taking an active part in sector-led improvement for adult social care to ensure we give a strong focus on service users and carers, ensuring a focus on safeguarding and looking at the effective and efficient use of resources.
- We have received and engaged in a Peer Challenge of our adult social care activity
- We will sign up to the Making it Real programme - marking progress towards personalised, community based support. This programme led by Think Local Act Personal as part of the Personalisation transformation of Adult Care & Support sets out what people who use services and carers expect to see and experience if support services are truly personalised. To find out more, please visit <http://www.thinklocalactpersonal.org.uk/Browse/mir/>

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 build on the changes introduced by the Health and Social Care Act which became law on the 27 March 2012, and was fully implemented from April 2013.

As well as supporting greater integration of health and social care services, the Act required 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 some public health responsibilities from the NHS to the local authority.

On the 1 April 2013 Telford & Wrekin Council took responsibility for Public Health and our Health and Wellbeing Board (HWB) became a committee of the local authority. Over time this should help support our focus on prevention and early intervention and reduce the need for more intensive care related interventions in the medium to long-term as the health and wellbeing of our population improves.

Parkwood Healthcare was awarded the contract to develop a local Healthwatch for Telford and Wrekin to operate from April 2013. Healthwatch Telford and Wrekin is the new consumer champion, created to gather and represent the views of patients, service users, carers and the public about local health and social care services. They will contribute to the commissioning strategies to address health and social care needs across the borough, using the voice of patient/service users and the public to ensure a greater influence on making changes, ensuring that health and social care services work closely with the community. Healthwatch contact tel: 01952 739540 email: info@healthwatchtelfordandwrekin.org.uk

From April 2013 the statutory duty and funding for commissioning Independent Mental Health Advocate (IMHA) services transferred to the local authority. The Care and Support Commissioning team are working with partners in Shropshire Council to ensure a high quality service is provided for people who are subject to conditions of the Mental Health Act. At the same time the Council has assumed deprivation of liberty safeguard responsibilities for protecting the rights of people in a hospital setting, who do not have capacity to make their own decision, but appear to want to leave the hospital setting.

Health and Wellbeing in Telford and Wrekin



Our Health and Wellbeing Priorities for 2013/14 are:

- 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** Improve life expectancy and reduce health inequalities
- 9** Support people to live independently
- 10** Support people with dementia



You can find out more by visiting the Telford and Wrekin Health and Wellbeing website www.telford.gov.uk/hwb

Care and Support

In last year's account we reported on the Council's response to the Care and Support White Paper and the first draft of the Care and Support Bill. Since then the Care and Support Bill has been amended and is now passing through the parliamentary process. In addition the Government finally released detailed proposals addressing the recommendations of the Dilnot Commission review of adult social care funding.

Therefore as this local account is being developed, we are starting to plan for changes that will be implemented out of the Care and Support Bill, from 2015 onwards.

The Bill consolidates most existing adult social care law, dating back to the national Assistance Act, 1948 into one piece of legislation, re-inforces the expectations set out in the Health and Social Care Act, 2012 for greater health and social care integration and enables radical change to the contributions that people make towards the cost of their own care

The single statute will:

- Clarify entitlement to care and support
- Develop a national eligibility criteria
- Treat carers as equal to the person they care for
- Reform how care and support is funded by creating a cap on care costs payable by every individual
- Support a focus on prevention and wellbeing rather than crisis intervention
- Provide guarantees regarding service provision between local authorities and should a service provider fail
- Simplify the system and providing flexibilities for greater integration to achieve better results for people

In summary when the funding reforms come into effect in April 2016 they will introduce:

- Separation of care and accommodation costs, with everybody expected to pay their own accommodation costs if they enter residential or nursing home care, out of their own income, estimated at 2017 prices to be around £12,000 a year
- £75,000 cap on the total amount an individual has to pay out of their own money to meet their eligible care and support needs, across their life time
- £123,000 upper capital threshold for means tested support in residential care, including value of their home in specific circumstances (currently the threshold is £23,500 above which an individual has to pay the full cost – care and accommodation costs)
- £17,500 lower threshold for means tested support, below which no additional contribution will be made from the individual's capital

These changes are estimated to cost over £1billion at a national level and work will need to be done at a local level to estimate the local cost implications relating to care as well as increased assessment related costs. At the same time we will need to scope the implications for the way we currently provide services and ensure we are well prepared and in a position to meet our new statutory responsibilities from 2015 onwards.

To contact us about Adult Social Care

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 or you can request these by using the Local Account contact details below. We will also produce an easy read version of this document.



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



Telephone **01952 381118**



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

