



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



WORKING TOGETHER

Co-Producing a better future in Telford and Wrekin

ADULT SOCIAL CARE

LOCAL ACCOUNT ANNUAL REVIEW 2022/23



A look back
at what we've
achieved
working
together



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Adult Social Care Values

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graph TD; A[Adult Social Care Values] --- B[Co-production and collaboration]; A --- C[Learn and develop]; A --- D[Openness and honesty]; A --- E[Celebrate good practice]; A --- F[Ownership and accountability]; A --- G[Fairness and respect]; A --- H[Involvement]; A --- I[Integration];
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Co-production
and
collaboration

Learn
and
develop

Openness
and
honesty

Celebrate
good practice

Ownership
and
accountability

Fairness
and
respect

Involvement

Integration

Welcome

to the Adult Social Care Local Account

What is the Adult Social Care Local Account?

Our Local Account is a summary of what we have been doing and what we plan to do in the coming year in Adult Social Care. This includes how we spend our budget and what you have said about the services and advice we provide.

Foreword



I am pleased to have joined Telford and Wrekin Council as the new Director of Adult Social Services (DASS) in May 2023. This Local Account has provided me with the opportunity to reflect on the progress that has been made during 2022/2023 and look forward together to 2023/24 and beyond.

We continue to see increases in the number of people approaching us for care and support, together with an increase in the complexity of need. I am proud that we work together to co-produce our services with our partners and people with lived experience of care to enable people to stay independent for longer in Telford and Wrekin.

There has been a continued focus on good practice, working collaboratively with people to remain or maintain their independence for as long as possible with continuous learning being key to how we operate. This is within the limited resources that are available to us set against increased demand and complex needs. This is set within an uncertain landscape of the Adult Social Care Reforms which have seen the Care Cap delayed until October 2025, the postponement of Liberty Protection Safeguards and the introduction of Care Quality Commission (CQC) assessment of Adult Social Care from April 2023.

I am positive about the future with its challenges and would like to thank everyone for their continued support and commitment to providing high quality care and support to people in Telford and Wrekin.

Simon Froud

Director: Adult Social Services (DASS)

Introducing our Making It Real Board Co-Chairs



Sarah Roberts

Co-Chair of the Making It Real



Councillor Paul Watling (Labour)

Co-Chair of the Making It Real Board and Cabinet Member with responsibility for Adult Social Care



Introduction to Adult Social Care

The delivery of Adult Social Care in Telford and Wrekin is the statutory responsibility of Telford & Wrekin Council (the local authority), as well as delivering a range of support services to our residents, including Housing, Public Health, Children's Services, Leisure to name a few. We work closely with NHS and other health organisations, the community and voluntary sector to enable people to live well and independently in Telford and Wrekin.

Working with people and partners, Adult Social Care supports:

- People over the age of 18 to remain in their own home and as independent and safe as possible.
- Carers to continue in their caring roles with advice, information and support.
- People with a range of needs including physical disabilities, sight or hearing problems, learning disabilities or mental health illnesses.
- Young people transitioning from Children's Services (CYP) into adulthood.

We strive to deliver a person-centred, integrated and collaborative service for Telford and Wrekin residents with care and support needs.

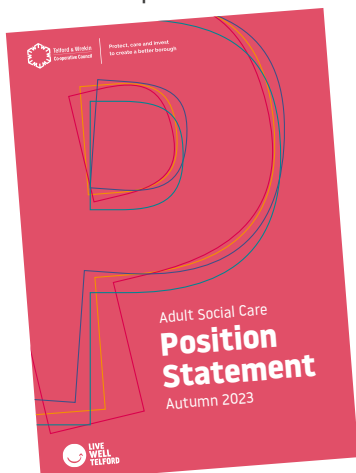
Using a community asset and strengths-based approach, we work with people and those important to them to support people to live a fulfilling life, where they are able to realise their potential and contribute to their local community.

For more information about Adult Social Care, please view the Adult Social Care Position Statement. Visit: www.telford.gov.uk/ascpositionstatement

Adult Social Care contributes to the delivery of the Council's four year programme to 'Protect, Care and Invest to create a better borough'.

View Telford & Wrekin Council's Plan and Priorities on www.telford.gov.uk/councilplan

Adult Social Care Charter – co-produced by the Making It Real Board



Telford and Wrekin

Our key facts and figures



Our net budget for Adult Social Care 2022/23 was

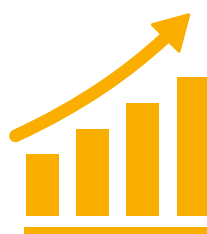
£53.781 million

Telford and Wrekin highlights, in 2022/23 it is estimated*



**THERE ARE
188,880**

people living in Telford and Wrekin; 33,500 over 65 years and 117,700 aged 18-64.



+11.4%

population increase. Fastest growing in West Midlands.

+35.7%

Increase in 65+ population. England 20.1%. For 70-75 year olds there has been a 52% increase.

31,000

People living in the 10% most income deprived neighbourhoods nationally 17%, England 10%.

16.6%

Older people affected by income deprivation. England 13.2%.



1 in 5

People disabled 20.5%, England 17.7%.



18,000

People providing unpaid care 10.6%, England 8.9%.



14,977

contacts in a year. 8,151 for new people with no existing services



4,176 **2,158**

Assessments and prevention

People receiving long term services



36

Domiciliary care providers



41

Care homes



1,240

Beds

Co-producing a better future in Telford and Wrekin

Telford and Wrekin Council Adult Social Care continues our journey of Co-production with people who access services at the heart of Adult Social Care.



Supporting our ongoing commitment to ensure we have the voice of people influencing all part of our service developments and front-line practice.

We have further committed to co-production by recruiting a full time Co-Production Lead, Sarah Poole along with two, eight hours per week, Co-Production & Engagement Officers, Katie Rae and Patricia Beaumont who both have lived experience of Adult Social Care.

The Co-Production and Engagement Officers will work with our Co-Production Lead to support Adult Social Care's commitment to ensuring experts by their experience, carers, and families are at the heart of Adult Social Care.

Adult Social Care Co-Production Framework

We are pleased to re-launch our refreshed Co-production Framework, which details our way of working. Co-producing a better future for residents where everybody works together on an equal basis to design services, review and improve existing services, or come to a decision which works for all. Our co-production approach is built on the co-production principle that those who use a service are best placed to help design it:

“nothing for us, without us.”

We recognise the importance of involving people, talking to them about their experiences of Adult Social Care and the impact this can have in their lives. We are fully committed and will always include Experts by Experience to help transform Adult Social Care into a service that is inclusive, responsive, empathetic, and empowering.

View our Co-Production Framework visit: www.telford.gov.uk/ascgetinvolved



We continue to Make It Real through co-production with our boards and groups:

The Making It Real Board and other Specialist Partnership Boards and groups work together to ensure we deliver our statutory duties in the most impactful way.

Each board and group have experts by experience membership to share the day to day realities and experiences of people who use adult social care services and their carers, as well as ensuring residents are placed at the heart of decisions around the future of Adult Social Care in the borough.

Making it Real Board



Sarah Roberts, Co-Chair of the Making It Real talking about our co-production journey in Adult Social Care.

Being the chair of the Making it Real Board can be challenging at times but very rewarding at others. It forced me to explore my capabilities and gain confidence in speaking to people at all levels and I am proud of what we have achieved as a board.

Projects we have been involved in include the Independent Living Centre, the Co-Production Framework, which is about to be launched internally and externally, the Adult Social Care Charter which is in the process of a redesign.

Currently we are involved in the development of the new Adult Social Care Portal which will make our frontline services more accessible to all by allowing people the opportunity to contact Adult Social Care at a time that suits them whilst freeing up the phone lines during office hours for those who prefer a more traditional approach.

We have also assisted with the creation of a new document detailing who people can contact in various adult social care situations, this document will be available in various formats throughout our community.



Councillor Paul Watling (Labour), Co-Chair of the Making It Real Board and Cabinet Member with responsibility for Adult Social Care

“Co-chairing the Making It Real Board is a key part of my role; being part of hearing the challenges faced by people and carers who are receiving Adult Social Care services – and who feel empowered as a group to raise points – is essential for our continued development. I have no doubt co-production will continue to strengthen our service. As we look to the future we will continue to work in partnership with experts by experience, actively listening, identifying key actions and taking these forward together to find solutions.”

Getting involved

For more information on how to get involved with any of our boards and groups please contact makingitreal@telford.gov.uk



What we've done as a result of what you've said

We continue to learn from people's experiences of Adult Social Care using our co-produced feedback form, our complaints, compliments and comments process as well as positive feedback to team.



SCAN ME

Complete our feedback form by visiting www.telford.gov.uk/ascfeedback

Below are some examples of positive changes that have resulted from learning from complaints:

- Individual remedies have been completed concerning support plans and assessments and identifying the best ways of working together and staying in touch. **See Working Together Document pilot.**
- We've updated our "Preparing for Adulthood Leaflet" and have developed policies between Children's service and Adult Social Care.
- We have reviewed the process for how we support our carers. We will be starting Carers Community Hubs to provide timely advice and guidance and complete carers' assessments in order to recognise the importance of informal carers and assist them with the sustainability of their situation.
- Learning has been taken in relation to social worker absence and ensuring that suitable arrangements are in place when staff are absent from work.
- We have supported providers to implement and embed changes to improve customers journeys and engage with relatives as part of our Quality Assurance processes.

Working Together Document pilot

This document was co-produced following feedback received around communication and has been piloted with the Learning Disability Team.

The Working Together document is an agreement between you and your professional practitioner, informing you of their name, contact details and what they must do as part of working with you and what they would expect you to do working with them.

We have reviewed the impact this has had on people involved in the pilot, feedback includes:

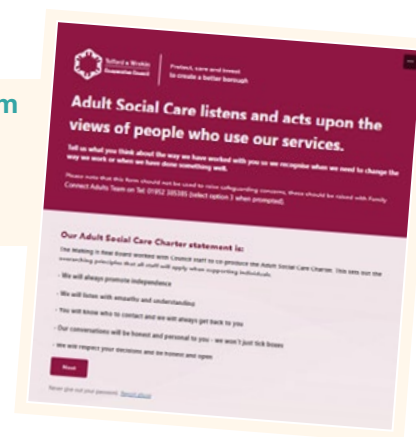
"I feel the working together document was useful; I've used it to identify an alternative contact with the service at a time I was unable to contact the Social Worker."

"The working together document is very good, sometimes it easy to think you are working together, this document it introduces the Social Worker and tells you what they will do as well as what you need to do. It's useful to have contact information in one place, specific contact details rather than general. There is a lot of value having this document particularly to parent carers."

Our next steps are to implement this document across our services in Adult Social Care and for this to be provided by the professional to everyone who accesses Adult Social Care for and assessment or review.

What we've achieved working together with the Making It Real Board using your feedback:

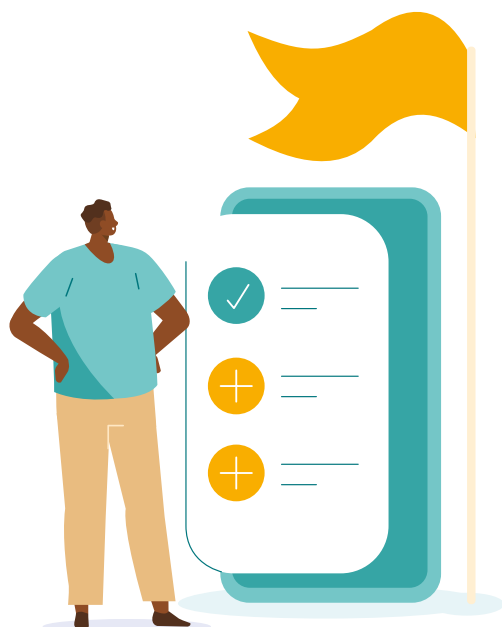
- **Developed the Working Together document**, featured on page 10.
- **Reviewed the Adult Social Care feedback form and developed an online form** expanding the methods for people to feedback about the service they are/have received. View the Adult Social Care feedback form using the link or QR code featured on page 10.
- **Co-produced from a number of conversation documents:**
 - o My Care Act Review conversation document – www.telford.gov.uk/careactreview
 - o My Care Act Assessment conversation document – www.telford.gov.uk/careactassessment
 - o My Carers Assessment conversation – www.telford.gov.uk/carersassessment
- **Refreshed and updated, the Direct Payment and Personal Assistants handbooks**, view the handbook by visiting <https://livewell.telford.gov.uk/pa>
- **Developed by Adult Social Care and Autism West Midlands the new Autism Strategy**, view the strategy www.telford.gov.uk/autism



- **Developed by Adult Social Care and the Ageing Well Partnership Board**, view the Ageing Well Strategy (55+) www.telford.gov.uk/ageingwell

What we will be working on next:

- **Direct Payments Board** – to improve the Direct Payment offer.
- **Adult Social Care Knowing Where to Go** – a flyer containing useful services available to Telford and Wrekin residents.
- **Adult Social Care Portal** – a self serve portal where self assessments and referrals can be completed by you or on your behalf 24/7.
- **Mental Health Strategy** – development of a strategy to show health, social care and the voluntary sectors aims, improvements and developments in Mental Health provision.
- **All Age Carers Strategy** – development of a strategy to improve and develop support for our local unpaid family Carers in Telford and Wrekin.
- **Information and Advice Review** – all information and advice available through both the Council's webpages and Live Well Telford to be reviewed and updated.



You're looking after someone, but who is looking after you?

Telford & Wrekin CVS, All Ages Carers Centre (Carers Centre) is commissioned by Telford & Wrekin Council. The Carers Centre provides a combined all age Adult and Young Carers Service.

The role of the Carers Centre is to support family carers of all ages, to improve their quality of life and to be more confident and able in their caring role.

The person carers look after may have a physical disability or illness, a learning disability, emotional or mental health needs. The Carers Centre meets the needs of carers in a variety of ways, depending on their choice the difficulties they may be facing and the level of care they are providing.

The Carers Centre has support workers who understand the needs of family carers and are there to listen and offer specialist, individual and group support.

How can the Carers Centre help you:

- All Ages Wellbeing Checkpoint
- Carers Support
- Referrals for Carers Assessment
- Wellbeing Carers Support Groups
- Youth Club
- Trips and Social Outings

Carers Wellbeing Guide:

Co-produced with the Telford and Wrekin All Age Carers Centre and a range of vital organisations across Telford and Wrekin, all coming together with the purpose of supporting carers in their caring role. The guide tells you in one place about the support you are entitled to as a carer and signposts you to many local organisations that can be of assistance.

To view and download a copy of the Carers Wellbeing Guide visit www.telford.gov.uk/carerswellbeing



For more information/enquiries:

Telephone: 01952 240209

Email: admin@telfordcarers.org.uk

Website: www.telfordandwrekin cvs.org.uk

Offices: 12 and 15, Hazledine House, Telford Town Centre, TF3 4JL

Facebook: Telford and Wrekin All Age Carers Centre

my options

2023 Bloom Winner

Madeley Town Council Mayor, Cllr Helena Morgan, was delighted to visit the My Options allotment plot as part of the Madeley in Bloom competition.

Cllr Morgan confirmed that the Horticulture Pathway are a '2023 Bloom Winner' and to convey her congratulations to the group for all the hard work that everyone had put in to making the plot look so splendid. All the garden entries were beautifully well presented and she enjoyed visiting them immensely. The group were presented with a rosette and a small prize in recognition of their efforts. Each winner will receive a £20 national garden voucher.

A big congratulations to Jeremy, Nick, Kelly, Kerry, Kevan and all the customers involved in this for designing and making the allotment a success and this to happen – well done for all your hard work.



Luke Smith's Success

Luke Smith has completed woodwork pathway and on this designed and made his own items to sell, supported by Jem and Jess from SIW team. He launched his leaflet and website and held his first stall today where he blew everyone away with his talents, creativity and products. Luke did demonstrations on his burning and how to make items. <https://enchantedwoodlandc.wixsite.com/ewcbyluke/about>

Lesley, Volunteer Co-ordinator from Ironbridge Museums who has supported our customers in many volunteering roles across museums, including the support of woodwork and horticulture pathway, visited this afternoon and as per emails below is already looking at supporting Luke by possibly having a space in shop – watch this space.

This is an amazing achievement for Luke and for all staff on pathways who have supported and guided him which I know everyone has played their part. Luke started off also using outreach service, before joining pathways and the progression he has made has been incredible – setting up his own business and gaining paid employment at Dobbies Garden Centre.



A day in the life of

a Business Support Officer Katie Rice



Business Support Officers support various teams such as Adult Safeguarding, Autism and Learning Disability, Mental Health (including DoLS and AMHP), Commissioning, Procurement and Brokerage, Appointeeship and Deputyship, Financial Case Management and Direct Payments.

My day



9am

I begin my day by making a cup of tea and checking my emails received and respond as needed. I then check on mine and my team's calendar for the day so I can prepare for the day ahead. From this I can see I am minuting a couple of meetings later in the day so decide to book a meeting room in the office to ensure I can concentrate and hear what is being discussed.

9.15am

We have a Business Support Officer meeting to catch up on what everyone did over the weekend and highlight any updates ready for the week ahead.

9.30am

Following the weekend there are several Deprivation of Liberty (DoLS) Form 1's in the inbox from the local hospital. These are checked to ensure they are signed and dated accurately and then uploaded onto the system for the Best Interest Assessors (BIA) to screen and prioritise.

10am

I pick up a few death notifications from the tray in the system and update the date of death on the individual's record. The address and telephone numbers are updated, and special factors and relationships are ended. One of these is an active case with an allocated social worker so this social worker is notified of the sad news.

10.15am

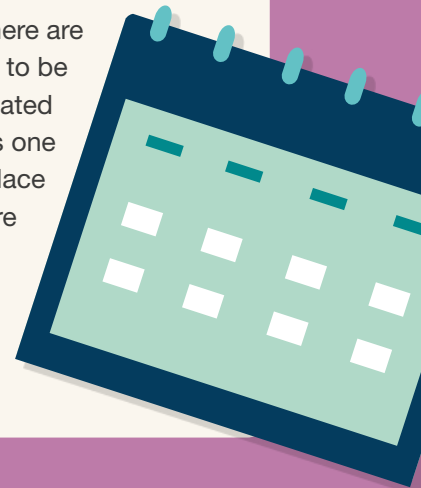
By this time the post has been delivered so I take the stairs down to the basement floor to collect the post for the day. While at the post room I collect the bulk printing I requested the previous day.

10.30am

Post is taken out of the bags and sorted into piles for the various teams. I then open and date stamp each individual post and scan it to the appropriate team or individual. Some of the post received is for Financial Case Management and Direct Payments which have important documentation that needs to be returned to the individual. A cover letter is written, and their documents are sent back to them.

11.30am

On looking at the team inbox there are a couple of appointment letters to be sent to clients. These are populated with the appropriate address as one of the appointments is taking place at the Independent Living Centre and one is at an individual's home address. The dates and times are advised by the social worker and added to



the letter. Once these are complete, I enclose a feedback form, and this is then put in the tray for sending out. This letter is then saved on the individuals record along with a case note to state what type of letter was sent and the date this was sent.

12noon

At noon I attend a contract review meeting and minute this for the Procurement team. This is to discuss a provider who has a contract with Telford and Wrekin Council. Innovations moving forward are discussed along with positive feedback given.

1pm

In the morning, the Autism and Learning Disability team had their peer review meeting and then provided notes on decisions made and actions moving forward. I then add these notes to the individual's record. A few of these are deferred for two weeks so the details are input onto the SharePoint folder as a reminder for the social workers to discuss again.

1.30pm

On my lunch break I like to get out of the office and go for a walk to get some fresh air and have something to eat.

2pm

After lunch I am due to minute a Safeguarding meeting. Professionals share their concerns and discuss a way forward considering the risks. The chair of the meeting then asks me to book another review meeting for four weeks' time. I check the calendars of those required to attend this meeting and manage to find an hour slot free for all workers. This meeting is then booked in calendars. Following the meeting I begin typing up the minutes from the meeting while they are fresh in my mind.

4pm

I can see the DoLS inbox has a few new emails. There are a couple more Form 1's from a care home which are uploaded to the system for prioritisation. There is also a Form 10 Discharge as a client has been discharged from hospital, so I then close down this DoLS as it is no longer needed.

4.30pm

I login to Agresso and can see there are some suppliers which need approving. I check these and approve those that can progress for payment. Some of these need to be rejected due to the ESS section not being completed and advisements are provided.

Throughout the day

Throughout the day I take phone calls from clients who are trying to contact their allocated workers. A lot of the phone calls taken are because social workers are unavailable due to visits and meetings, so messages are taken, and workers are advised of the call and details passed on for a call back.

Growing our own Social Workers

- developing our staff in Adult Social Care

**Reece Sandhu, Social Work
Apprentice/ Trainee Social
Worker in Telford Integrated
Care Assessment Team
(TICAT)**



I am currently a Trainee Social Worker within TICAT and have recently started the Social Work Degree Apprenticeship with the University of Chester. The 'Grow Your Own' scheme is one that can have a significant positive impact on the way we, as Trainee Social Workers, develop our knowledge and understanding of social care as well as immersing ourselves in frontline practice. We experience a variety of complex and challenging situations which aid our academic learning and allow us to delve into critical analysis more confidently. Being a part of this scheme provides me with a team of other individuals who are on the same journey. It is very important that we can lean on each other for moral support as well as sharing experiences and knowledge as practitioners. I am excited to see what the next three years hold and how the Social Work Degree Apprenticeship influences and supports me in my role now and in the future.



Calm Cafe

and Dual Diagnosis Calm Café

The Calm Cafés are delivered in partnership by Telford Mind and the mental health social work team. Operating across six days a week they offer space for people to seek support around their mental health crisis.

The Friday and Saturday Cafés are for those in mental health crisis who misuse substances. These sessions are also supported by TACT and A Better Tomorrow who provide a wealth of experience in supporting this client group.

Support varies from emotional support to practical support (connecting people with services who can meet their holistic needs for example by accessing food parcels). Leanora Dixon and Wendy Latham support the cafes and ensure actions are followed up to ease the current crisis and prevent it occurring again.



Some examples of the work they do and the impact it has on people:

- Two people have been supported volunteer at Blists Hill Museum. These members now talk of the positive impact volunteering has had on their mental health, they feel connected to others, valued, and have a purpose to their weekly routine.
- Visits to The Place Theatre, a significant step forward for people who struggle social anxiety, eight members attended the first visit with 15 signed up to attend the following event. One member with a history of agoraphobia and anxiety has expressed how much they needed this event and time out from negative thinking.
- One to one contact in the community and working with other partners around homelessness and drug and alcohol use to try and improve outcomes for those with complex needs to build trust.
- Linking in with MPFT Access, IAPT and crisis team for members needing specialist support. When necessary, accessing the emergency out of hours service at Telford & Wrekin Council. Linking in with ALD, ASC and community partner agencies and maintaining voluntary community links.
- Accessing information for service users in the Polish community and utilising interpreting services to reduce barriers to accessing an engaging with support. Strong links with ACCI and it is really impressive that members can access activities in Wolverhampton.
- Healthy lifestyle advisors have been attending the calm cafes to bridge the gap for accessing this provision.



The café's don't stand still! The plan for 2023/24 are:

- To make further connections to various faith communities, reaching out to those that may struggle to otherwise access and engage with services.
- The team are in discussions with TACT and ABT to use their kitchen for healthy eating on a budget for members. Linking in with Robert Wilson from Equality, Diversity and Inclusion Officer and public health, and Telford Mind. We are negotiating the delivery of these sessions over a six week period to our members.
- Continue to seek activities that will promote wellbeing in Telford and surrounding areas.

The cafés are funded by Shropshire, Telford & Wrekin ICB.

For more information please email steph.wain@telford.gov.uk or hlanganani.sibanda@telford.gov.uk

To discuss potential referrals, please email wendy.latham@telford.gov.uk or leanora.dixon@telford.gov.uk



Mind Telford
Calm Cafe
Join us at one of our drop in cafes!

Our Calm Cafés are delivered by Telford Mind and Telford & Wrekin Council. We provide support and safety to anyone in need by offering coping mechanisms and management techniques to help reduce the risk of crisis. As well as offering support, professionals can also refer and direct you to further services if required.

Who is the Calm Café for?
Calm Cafés are available for anyone 18 years old or over who are finding themselves in a crisis or need support with their mental health.

Monday	Tuesday	Wednesday	Thursday
5pm-8pm	5pm-8pm	5pm-8pm	5pm-8pm
Outpost Oakengates	Meeting Point House	Hub on the Hill	Meeting Point House
TF2 6EP	TF3 4HS	TF7 4HG	TF3 4HS



OYSTA

New device piloted in Telford and Wrekin

A new device means less carers are needed to look after more people.

Telford & Wrekin Council are running a pilot scheme using technology to help tackle social care problems.

The scheme, which started after the first covid pandemic, sees people given a special device that they can use to contact carers as and when they need to during the night.

A team then responds directly to the call-outs, meaning people can receive bespoke care without the need for a sit in service.

The devices differ from others on the market by being fully mobile, meaning people can use them in and out of their homes, they have GPS trackers which can help locate people who might wander, and has software which sends an automatic alert if the wearer falls.

Read the full ITV article with supporting videos



SCAN ME



Digitising social care records

Nationally the NHS is providing funding to support the digitisation of social care. The funding is to pilot digital social care technology with integrated care systems (ICSs) to include:

Infrastructure to improve access to high-speed connectivity and devices for care providers.

Fall prevention technologies that can reduce the frequency and severity of hospital admissions.

Digital social care records (DSCR) to ensure data is captured at the point of care and can be shared between care settings.

Watch the information video

www.youtube.com/watch?v=LXlbdUQPmW8

This programme has the overarching aim of significantly increasing digitisation within social care by supporting the adoption of care technologies that will enhance the quality, safety and efficiency of social care.

“The digitalising social care records fund has been instrumental in supporting Coverage Care Services to move from a paper-based system to a digital system. Not only has it enabled us financially to commit to the process, it provided a framework to plan the transition.

“Working with you on behalf of both councils helped enormously as it gave us continuity of approach when using the process; the resources you made available gave me the confidence to know where we were starting from and what we wanted the end product to do.”

Debbie Price, Chief Executive Coverage Care Services.



What do you think about our Local Account?



If you have any feedback about the Local Account email us at makingitreal@telford.gov.uk



 Follow us on twitter [@telfordwrekin](https://twitter.com/telfordwrekin)

 Find us on facebook www.facebook.com/telfordwrekin



www.telford.gov.uk/asc



We would like to thank all individuals and partners that worked with us to produce this document.

thank you

