

Local Account

# Adult Social Care

2016/17 and 2017/18

## Right Help, Right Time

to promote independence in Telford and Wrekin

A look back at what we achieved





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# Welcome and Introduction

Welcome to our Local Account, looking back at 2016/17 and 2017/18

A Local Account is a way of making sure that people have a summary of what we have been doing and what we plan to do in the coming year in Adult Social Care.

Telford & Wrekin Council through our co-operative values and priorities is committed to delivering quality services for people who have care or support needs.

The Council is committed to working with its partners particularly local people and their carers, the voluntary and community sector, local providers of care and support and the NHS to develop support that helps people live as independently as possible.

In addition to our Council's co-operative values, making sure everyone has access to the right help, at the right time to promote their independence is at the heart of social care in Telford and Wrekin. For more details, here is our Commitment Statement on the following link:

[http://telford.mylifeportal.co.uk/commitment\\_statement.aspx](http://telford.mylifeportal.co.uk/commitment_statement.aspx)

We will ensure we have a structured and fair system which works to make the very best use of resources that we have. Our aim is to help people recover, recuperate, and rehabilitate so that they are able to live as independently as possible.

We will work across our service to safeguard people to promote independence and support their recovery.



**Cllr Paul Watling**  
Cabinet Member for Children & Adults Early Help & Support



**Clive Jones**  
Director of Children's & Adult Services

## Our Vision

All that we do is based on building independence to enable people and their carers to live well in Telford.

We will:

- Be inspirational and creative to enable people to achieve their full potential by using the resources in Telford effectively for local people.
- Continue to improve the quality of our service to enable people to achieve the things that matter to them most including supporting people to live a life free from abuse.
- Listen and work in partnership, sharing decision making with people who use our service and their carers. We will work well with other organisations that support people living in Telford.
- Help people to use their community resources to build upon their strengths to live well and enjoy dignity, rights and choices.

# Telford and Wrekin Making it Real Board



Making it Real is a national initiative, which puts individuals at the very centre of decisions about how and where services for adults should be delivered. It aims to help people live more independently, with more choice and control over their lives and the care and support they receive.

Telford and Wrekin is committed to personalisation and has signed up to **Making It Real**.

At its heart are a set of **progress markers**, to assess what is currently working well and what needs to improve or change.

Telford and Wrekin's Making it Real (MIR) Board was established in January 2018. The MIR Board is made up of and led by volunteers who are themselves users of services and family carers.

The markers of progress are made up of **26 "I" statements** - which describe what people expect and want when it comes to care and support - and are themed around six key areas including:

- **Information and advice:**  
Having the information I need, when I need it
- **Active and supportive communities:**  
Keeping friends, family and place
- **Flexible and integrated care and support:**  
My support my own way
- **Workforce:**  
My support staff
- **Risk enablement:**  
Feeling in control and safe
- **Personal budgets and self-funding:**  
My money

To read about the "I" Statements in more detail, follow the link to: [https://www.thinklocalactpersonal.org.uk/downloads/mir/Markers\\_for\\_change.doc](https://www.thinklocalactpersonal.org.uk/downloads/mir/Markers_for_change.doc).

The role of the Board is to make sure that Council Leaders are kept in touch with the reality of being a service user and/or carer. As a result, to act as equal partners with the Council in reviewing and planning how Adult Social Care is delivered.

What is important is that Experts by Experience inform us about what is important and have an impact on how we provide support.

## Nothing for you, without you!

From the six key areas, the Board has identified their top three priorities to focus on:

1. **Personal budgets and self-funding:**  
My money
2. **Information and Advice:**  
Having the information I need, when I need it
3. **Risk enablement:**  
Feeling in control and safe

Over the coming months the MIR Board will have a webpage to show change and improvements within Adult Social Care in these areas.



If you would like to be involved in the Making It Real Board please call **Kate** on **01952 381236**



## Involvement in Future Development

Mick Crehan, Chair of the Board, is one of our 'Volunteer Experts by Experience' at our Independence at Home drop in sessions, showcasing Assistive Technology, providing members of the public information, advice and guidance on how items can improve everyday life

"I got involved with 'Making It Real' to try and identify as a user of Council services where the gaps in continuity are and to be able to suggest possible solutions. With the help of other users I would hope to identify gaps in services for all users and a solution for all.

"I'm a 55 year old male who has had Multiple Sclerosis since 2004, I've got used to using the services that are available to me and my predicament and know where the gaps are for me and how to get round them.

"I would like through this group to close the gaps in service for all users and ensure that all users are aware of what services are available to them and how to access them as so often users are left in the dark as to how to move forward, causing stress and confusion."



I got involved with 'Making It Real' to try and identify as a user of Council services where the gaps in continuity are and to be able to suggest possible solutions. ”

**Mick**

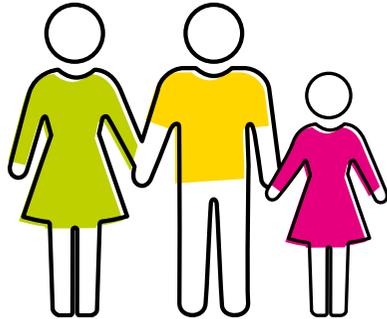
Volunteer Expert  
by Experience

## TOTAL POPULATION



**173,000**  
in 2016

## Our Telford and Wrekin



2016

**104,800**  
AGED 16-64



**25,700**  
AGED 65-84



**3,000**  
AGED 85+

2031

### Projected Figures:

Following figures from a population model produced locally

**34,400**  
AGED 65-84

**6,900**  
AGED 85+

In Telford and Wrekin it is estimated that:

- Around 18,000 people provide unpaid care to a partner, family member or other person
- By 2031 there will be 41,300 people aged 65 and over living in Telford and Wrekin, an increase of 12,300 people or 44%
- It is estimated that 10,400 people aged 65 and over currently live alone
- Approximately 2,400 of those above have a severe disability
- Approximately 8,100 of people (aged 16-64) have a moderate physical disability
- Around 31,000 people report having a long term, limiting illness
- Approximately 16,600 people are estimated to have a common mental health disorder
- 2,500 people aged 15-64 are estimated to have a learning disability

# THE PEOPLE IN OUR AREA



Please note: these figures are produced nationally for each Local Authority Area.

To find out more about the population of Telford and Wrekin, visit

[www.telford.gov.uk/factsandfigures](http://www.telford.gov.uk/factsandfigures)

# Adult Social Care

## What we do

Working with partners, Adult Social Care supports people over the age of 18 to remain in their own home and as independent as possible. We also support carers who help care for them.

One of our priorities is to support carers to continue their caring role.

We support people with a range of needs including, physical disabilities, sight or hearing problems, learning disabilities or mental illnesses. We also support young people aged 16 and over who have received children's services, moving into adulthood.

We help people to find out about services going on in their area, to join in with local clubs or volunteer so that they do not need to access support from Adult Social Care.

We provide information and advice to people to prevent their situation deteriorating. Our focus is to help people to regain independence so they can live the most independent life for them.

For those who are eligible under the Care Act 2014 and need ongoing long term support there are a number of ways that this support can be provided. This will include support and looking at what resources are available in the community. This includes giving people a personal budget to find their own care and support to meet their needs.

We work with partners such as housing providers to support people to stay independent, healthy and well.

For people who do have eligible care and support needs we have a responsibility to make sure that there is a wide range of support and services for them to access in their community.

Commissioning, Procurement and Brokerage are responsible for reviewing, managing and monitoring services for all vulnerable adults across Telford and Wrekin. We are responsible for understanding the needs of the people of Telford, engaging with stakeholders and researching and reviewing current services to establish how needs can be met.

We work closely with our providers and this can be seen in the Market Position Statement. [http://www.telford.gov.uk/downloads/file/7110/market\\_position\\_statement\\_2018\\_-\\_published\\_version\\_1](http://www.telford.gov.uk/downloads/file/7110/market_position_statement_2018_-_published_version_1)

It is also our responsibility and a critical role in Adult Social Care to take the lead in safeguarding people who have been or may be at risk of abuse.

In Telford we have a well-established Adults Safeguarding Board that works hard across the community and with all partners.



For full more information visit <http://www.telfordsafeguardingadultsboard.org/>

For full details of our services visit <http://telford.mylifeportal.co.uk>

Charlotte has been a Social Worker for five years in Adult Social Care.

“ I am a Social Worker because of the people who use and rely on our services. I have the privilege of meeting and working alongside inspirational people every day. It is safe to say no two days are the same.

“I am constantly learning new things and extending my knowledge. I get to work with professionals who care about people and each other.

“I am really excited for the future in Telford as we are embarking on a massive change in respect of how we deliver services locally. Less time at the desk and more direct contact with service users and their families and being given the opportunity to be more creative. The new hubs are also exciting with the opportunity to welcome people through the front door for information and advice and connect with local people and each other.”



**Charlotte**  
Social Worker,  
Adult Social Care

The figures below show the number of adults receiving care and support from us in 2016/17 and 2017/18

### First point of contact

for information, advice and referrals

2016/17

**3,000**

2017/18

**2,600**

### Assessments Completed

for Care Act, Enablement and Occupational Therapy

2016/17

**3,500**

2017/18

**4,550**

### Reviews completed

2016/17

**1,563**

2017/18

**1,900**

### Equipment or adaptation

to homes to help people live independently

2016/17

**1,200**

2017/18

**1,050**

### Short term enablement services

help to restore or maintain people's independence

2016/17

**650**

2017/18

**830**

### Day Services or Short Breaks

2016/17

**900**

2017/18

**850**

### Care at Home

including Extra Care Housing

2016/17

**1,600**

2017/18

**1,750**

### Care in Residential or Nursing Homes

2016/17

**650**

2017/18

**630**

### Carer's assessments and services

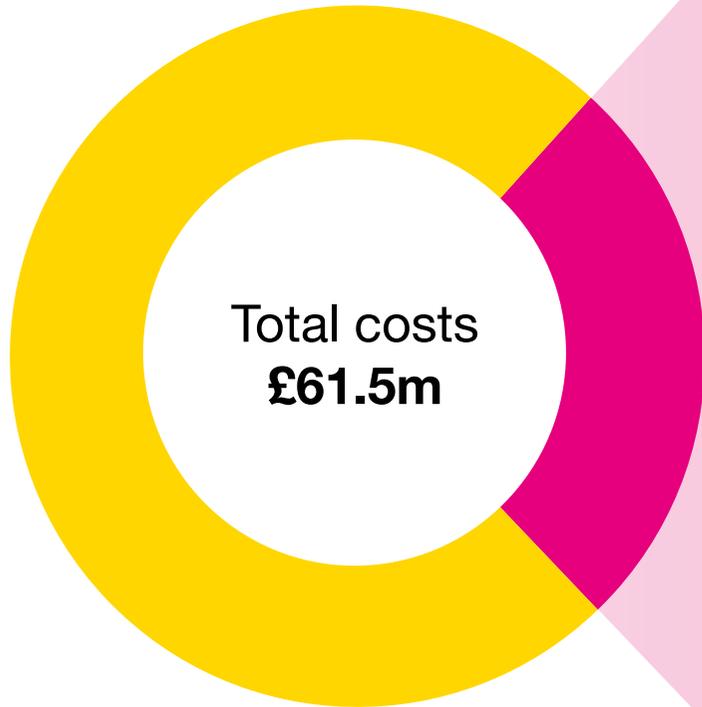
2016/17

**1,000**

2017/18

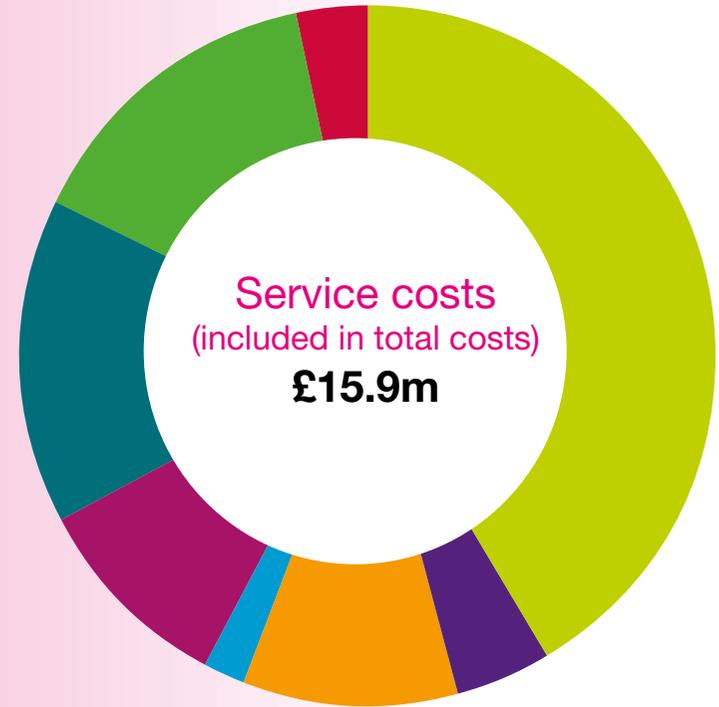
**900**

# Our budget in 2017/18



- £45.6m ● Purchasing care support to meet assessed needs
- £15.9m ● Service costs - see right

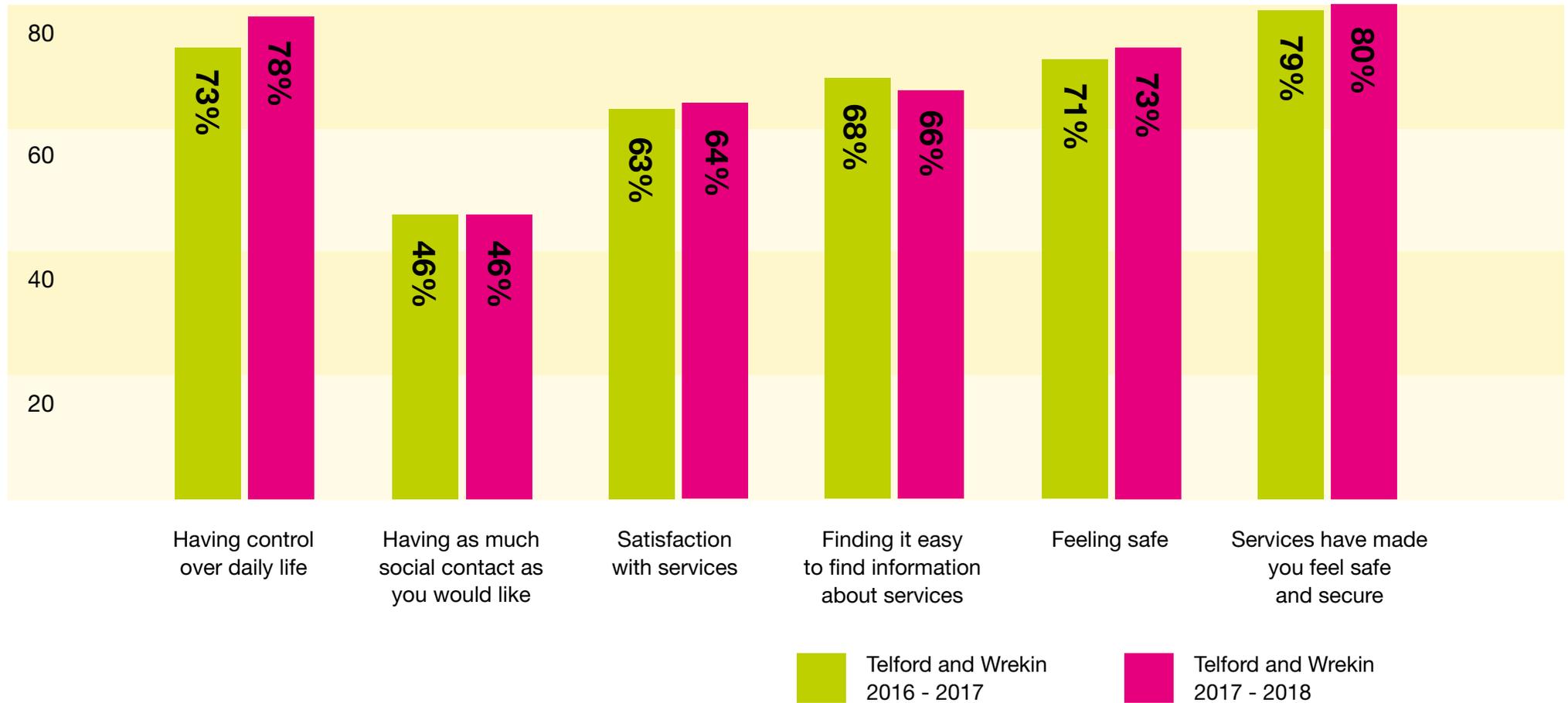
The total costs include the following service cost:



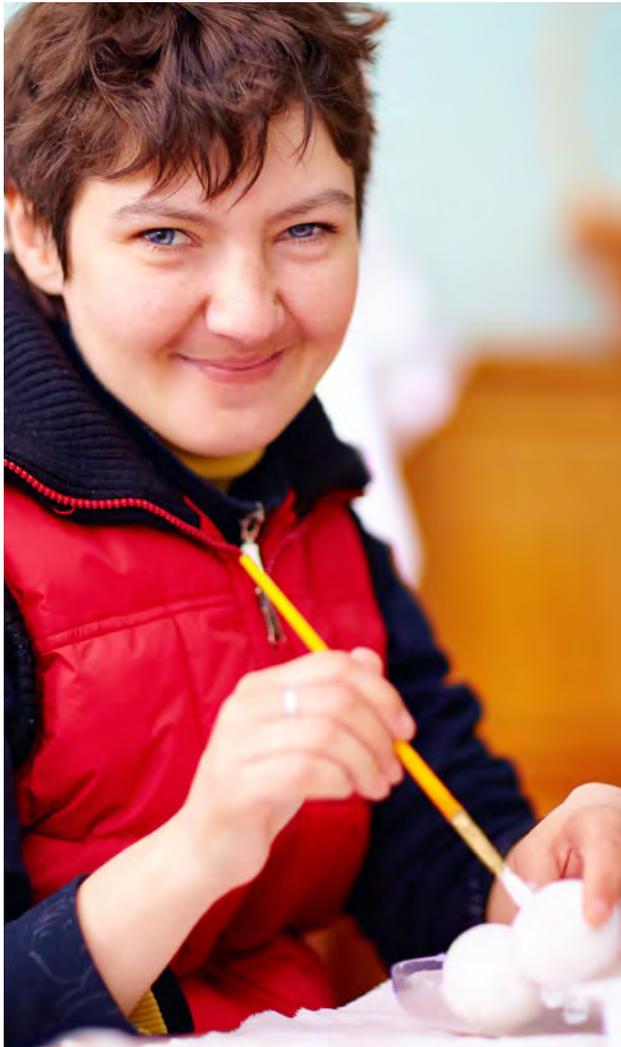
- Service costs are made up of:
- £6.6m ● Social Work, Prevention and Support
- £2.4m ● Support services
- £0.7m ● Transport
- £2.3m ● Commissioning, Business Support and Management
- £1.6m ● Supporting People
- £0.5m ● Other services including grants to voluntary organisations
- £0.3m ● Equipment
- £1.5m ● Respite

# Adult Social Care survey results

Below is a chart which focuses on 6 priorities which Telford and Wrekin service users have given feedback on.



# HOW WELL DID WE DO?



## Our performance in 2016/17 and 2017/18

We use the **Adult Social Care Outcomes Framework (ASCOF)** to measure how well our support achieves the things we would expect for ourselves and for our friends and relatives.

We use the measures from previous years to help us drive up standards in the coming years, and give people choice and control over the support and services they use.

To see all of the ASCOF measures please see the following link:



[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/263783/adult\\_social\\_care\\_framework.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/263783/adult_social_care_framework.pdf)

The priorities within the ASCOF framework and how we have performed in 2016/17 and 2017/18 are listed on the next few pages:

## PRIORITY 1

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

Service users report that their quality of life has remained the same in the last two years.

The proportion of people who reported having control over their daily life has increased in 2017/18 from 2016/17.

The proportion of carers and users who receive self-directed support has remained the same over the two years.

The proportion of carers and users who receive Direct Payments has decreased over the two year period. This is an area we are focussing on as we want to support more people to have Direct Payments for those that are eligible.

The proportion of people who use services reporting that they have as much social contact as they would like has remained the same.

The proportion of adults with a learning disability in paid employment remains low, however, this has increased slightly over the two year period. This is another area of focused working to significantly increase.

The proportion of adults with a learning disability who live in their own home or with family has increased in line with the national figures.

## CASE STUDY 1

Marie is 40 years old and lived in a residential home for people with Learning Disabilities. Marie had lived in this home since she was 18 years old. Although Marie was happy in the home, nobody had spoken to her about how she could be supported in another way.

During Marie's Care Act Review, Marie described how she wanted to have her own kitchen. Marie wanted to be able to make a cup of tea for herself. She recognised that she needed some help, but did not want to have to ask or wait for staff every time she wanted a cup of tea.

Marie's Social Worker helped her design her Support Plan with staff from the residential home which encouraged her to spend more time in the kitchen learning new skills. The residential home used picture cards to support Marie to make a cup of tea.

This then developed to making snacks, tidying her bedroom, doing her laundry and other household jobs. Marie used a routine planner to help her remember when she needed to do her jobs.

Marie was then introduced to a Supported Living Scheme, sharing with two people. Although she was nervous at first she spent some time at the scheme with the other two people. First she went for tea, then went out with the two other people and then stayed overnight.

Marie was supported in making a decision to move from the residential home into supported living, with the key to her own front door. Marie had her own living room, bedroom and kitchen!

By taking steps to increase her independence Marie was able to move from residential care into supported living in her local community.



Marie

## PRIORITY 2

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

The amount of adults aged 18-84 being admitted to residential and nursing homes has slightly increased but it is still low compared to other parts of the country, which is good because in Telford we are supporting more people to stay in their own home.

Once people have been discharged from hospital the amount of those returning to hospital after 91 days has significantly reduced.

We are one of the top performing Councils in the West Midlands for delayed transfers from hospital.

## CASE STUDY 2

Thomas had started to experience some memory loss. He started to notice he was forgetting his medication, missing appointments, he had even left the bath running.

Thomas lived at home with his wife, he was scared about what was happening and didn't want his wife to worry about him. Thomas said that he wanted to keep his independence but he was worried he wouldn't be able to do anything for himself.

Thomas dropped into an Assistive Technology Hub and described the worries he had. The staff and volunteers at the Hub were able to advise Thomas of what technology he could use.

Thomas was advised that he could use a 'MemRabel' to help him. This allowed him to record a personal message to remind him to take his medication. He also used it to record messages for appointments.

He was also advised to use a 'Magiplug' in the bath at home. This helped to release excess water down the plug hole before the sink or bath overflows.

Both of these pieces of equipment helped Thomas alleviate his worries and support his independence in his own home.



## Thomas

Assistive Technology user

## PRIORITY 3

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### Making sure people have a positive experience of care

Overall satisfaction of people who use our services has remained the same over the two year period.

However, the number of people who use services who find it easy to find information about services has decreased slightly.

We want to ensure that people can find information when they need it and this is now a priority in Adult Social Care and through our Making It Real Board. The Health & Social Care Scrutiny Committee are also undertaking a piece of work looking at individuals' experience of our services in 2018.

### CASE STUDY 3

Josh, was a young person transitioning from Children's Services into Adult Social Care. Josh was attending school and had an Education, Health and Care Plan which identified the different areas of support he needed. Josh has a learning disability and Autism.

Josh was offered a part time course, three days a week at his local college when he turned 18 years old. Josh wanted to go to college but he also wanted to make sure he was busy during the week. He didn't like being at home, and would become bored which would mean he would get angry and lash out at his parents.

As part of Josh's Care Act Assessment he used a communication aid to tell his Social Worker that he was interested in gardening and liked to be outside. His mother also explained that Josh was happiest when he was outside, it didn't matter what the weather!

Josh was supported to join a gardening service supported by Telford and Wrekin two days a week to work in the community to learn all about maintaining a garden. Josh hopes to continue through his college course and then be supported to set up his own business.

Josh was supported with what he enjoyed and wanted to do with his life, Josh recognised that he needed some help to get where he wants to be and learning new skills will help him achieve this.



**Josh**

Supported trainee

## PRIORITY 4

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

The proportion of people who use services who feel safe has increased slightly from last year. The proportion of people who use services who say that those services have made them feel safe and secure has also increased.



For full more information visit

[http://www.](http://www.telfordsafeguardingadultsboard.org/)

[telfordsafeguardingadultsboard.org/](http://www.telfordsafeguardingadultsboard.org/)

## CASE STUDY 4

Mr Singh is 76 years old and lives at home with some care and support arranged by Adult Social Care. He has hearing loss and mobility difficulties which make managing at home difficult. He told his home care worker that over the past few months his neighbour had been asking him to lend him money. The requests for money were getting more frequent and not being paid back.

The home carer informed Mr Singh that she would have to report this as a Safeguarding Concern to Adult Social Care and the Police may get involved. Although reluctant at first Mr Singh agreed to this.

Mr Singh was visited by a Social Worker from the Safeguarding Team who talked through the Safeguarding process. Mr Singh described when he had given him money, but he wasn't able to recall how much. He confirmed that on three occasions the neighbour had not returned the money.

The Social Worker offered to support him and explained the options available to him. Mr Singh decided that he wanted to talk to his neighbour directly, but wasn't sure what he would do if the neighbour became angry or upset. Through further discussion Mr Singh confirmed that his neighbour had never been angry with him before and usually they got on well.

The Social Worker and Mr Singh completed a Safeguarding Protection Plan which helped Mr Singh to identify what he wanted from his conversation with the neighbour. The Social Worker was able to help Mr Singh plan how he would approach the conversation, detailing when, where and what to say if the neighbour became upset.

Mr Singh did speak to his neighbour who was very apologetic and returned the outstanding monies to him. The Social Worker contacted Mr Singh at the agreed time and he was able to tell her about the conversation.

Mr Singh felt reluctant to call Adult Social Care as he was fearful of the consequences, but he felt in control of the safeguarding process which helped him with the best outcome for him.



Mr Singh

## Focus on a team

### Telford Integrated Community Assessment Team (TICAT)

#### What we do and the difference we make

- Hospital discharges
- Enablement services
- Hospital avoidance

The main function of TICAT is to provide support with early intervention and self-care, helping people to avoid situations where hospital admittance becomes the only option.

We are a multi-disciplinary team of professionals, and a good example of Health Services and Adult Social Care working collaboratively together to help individuals. Our role is to work with you and your family to support you to return home from hospital or to avoid an unnecessary admission to hospital.

### Our team



# KEEPING YOU INFORMED

## My Choice



The Information Advice and Advocacy service for adults in Telford with care and support needs.



Phone us Monday to Friday 9.00am - 5.00pm  
**01952 459252**




Easy Read



We provide information and advice on:

- Access to carers services
- Welfare Benefits for carers and cared for
- Community care
- Services to promote and support independence
- Personal budgets
- Support and coping strategies for dealing with long term health conditions



We will support people with a range of disabilities including:

- Learning Disabilities
- Mental Health Issues
- Older People
- Sensory Impairment
- Stroke and physical disabilities

This service is provided by Telford Advice and Advocacy Alliance.








Supported by Telford and Wrekin Council

**Adult Social Care Survey Results – Updated results needed**

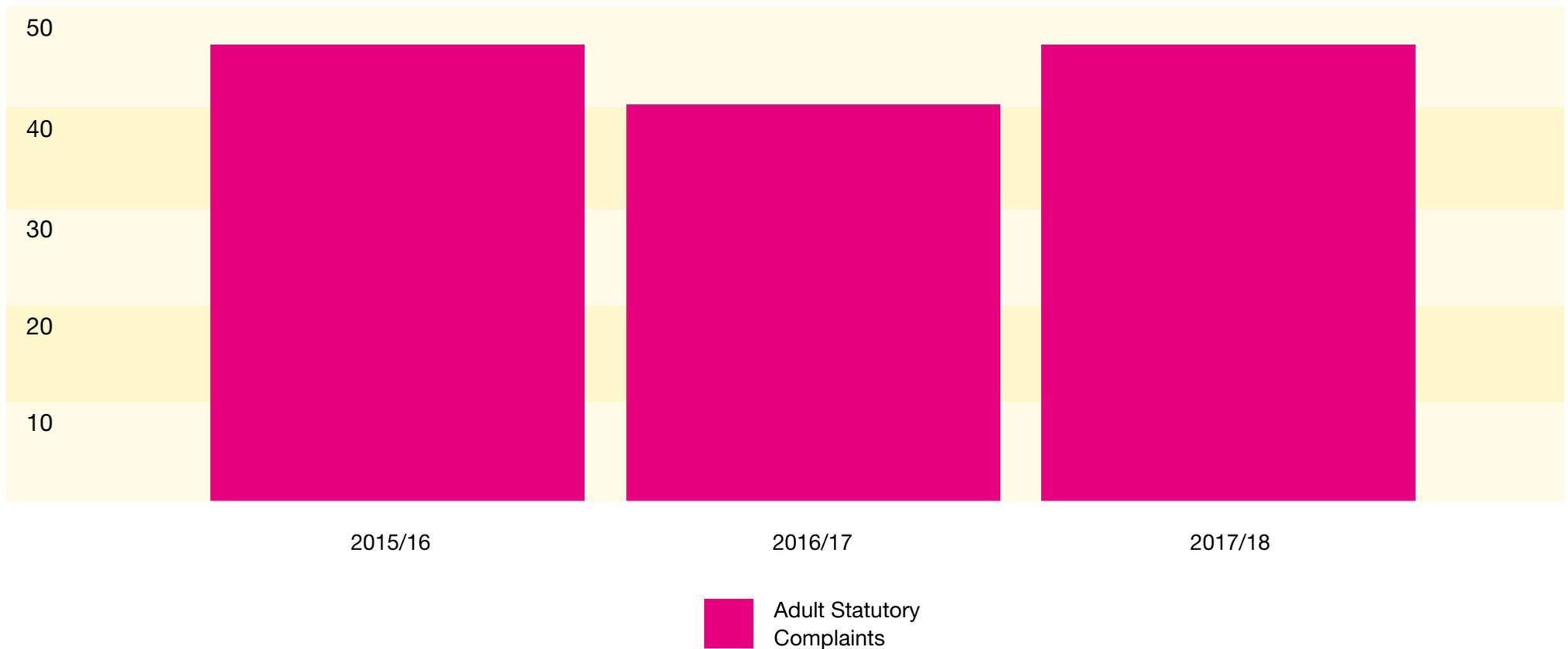


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# LEARNING AND IMPROVING

## Feedback on our services

### Complaints received



# Learning Identified from Complaints

## Improve communication

Review of information given to patients on discharge

Message to all practitioners around the importance of clear communication and information giving around residential care

Reminder of the need to give feedback to families on the progress of referrals

Review communication with clients around charging

## Improve system

Development of one system for client record and finance.

Improved processes put in place, including a Financial Declaration trigger on the client record.

## Improve process

Handover meetings to take place when cases are transferred from one worker to another

When being transferred from hospital, the Social Worker follows the client into the community for the first review.

## Improve practice

Emergency Duty Team Leader to attend team meetings to discuss role of the team and the importance of a joined up approach.

Reinforcement of the need to:

- Ensure family/carers present understand the need to ascertain the decisions and mental capacity of the client being assessed.
- Record comprehensive case notes about discussions held about charging and make sure the correct documents are signed by clients.
- Use the correct process to notify the Invoicing Team of Power of Attorney.
- Deal with cases referred by the Emergency Duty Team the next working day.

# USING DIRECT PAYMENTS

## Direct Payments and Personal Assistant Opportunities

One of the areas we want to improve upon is the number of people who have control over the care and support they receive and this is a priority of the Making It Real Board.

If you have been assessed as being eligible by Telford & Wrekin Council for care and support you may be able to get a Direct Payment.

### What is a Direct Payment?

A Direct Payment is a method of managing your personal care budget and enables you to tailor your care to match your needs and required outcomes.

The Council pays you an amount of money to enable you to organise your care yourself.

### Benefits of a Direct Payment

You arrange and manage your own care.

- You can choose your carer/s yourself, either through an agency or you can employ your own Personal Assistant.
- By arranging your own care, you can make sure that all your care needs are met in the way you want.
- Services can be flexible. For example, you can choose to change when to have your support such as in the evenings or at weekends.

### What you will need to do if you would like a Direct Payment

- Make an agreement with the Council to take on the responsibility for managing your Direct Payment and using it appropriately.
- Be a good employer to your Personal Assistants.
- Be responsible for your accounts if you buy your care and support from providers.
- Set up a separate bank account for you and the Council to use to pay for your care or support.

- Provide information on how you spend your Direct Payment.

### What help will I get to manage my Direct Payment?



You can contact POWhER on **0300 456 2370** they will give you advice and assistance to set up and manage your Direct Payment.

# PERSONAL ASSISTANTS

## What is a Personal (Care) Assistant (PA)?

Personal Assistants (P.A.s) are people you employ to help with your support with Health or Social Care, to enable you to live as independently as possible in your home.

Personal Assistants are paid an hourly rate that is set by their employer. The hourly rate depends on the individual employer's circumstances.

## What does a Personal (Care) Assistant do?

Working as a Personal Assistant can be a rewarding role and an opportunity to gain experience. You will be working directly with the person and supporting them with tasks to promote their independence, so you can see first-hand the positive impact of your hard work.

PAs can help by carrying out a wide range of tasks including:

- Personal care, supporting someone to wash/dress/feed etc.
- Support with health related tasks.
- Support with shopping services.
- Support to prepare meals.
- Support to access the local community.
- Support with leisure and recreational activities.
- Cleaning and housework.



Log in today  
[www.find-a-pa.co.uk](http://www.find-a-pa.co.uk)

## PERSONAL STORY

# Real life story of a PA in the Telford community

Clare has worked as Personal Assistant with Megan for 9 years. Clare and her family met Megan and her family through the Shared Lives scheme when Megan was at school. When she reached the age of 18 Megan decided she would like to have more choice and control over the sort of support she received. She was able to get a Direct Payment (money from the Council to be spent on her care and support needs) to employ two PA's. This allowed Megan to plan her own activities at times that suited her current needs and interests outside the family home.

The hours that Clare works can vary from week to week to fit in with what Megan wants to do and Clare is able to fit this around a full time job and her family. Clare finds the role very rewarding, being able to see how Megan has grown in confidence. "I've seen her develop from a teenager into a young lady who makes her own choices. It's rewarding to enable Megan to experiences new activities, assist her to develop life skills and build confidence and friendships outside her family circle."

Megan and I have developed a friendship where we trust each other and the support offered allows Megan to feel safe, secure and as independent as possible. The role of a PA has fitted in with my family and career easily over the years. Megan and her family have been welcoming and flexible."

The support Clare provides is always led by what Megan would like and this can change weekly. Over the years Clare and Megan have attended the theatre, cinema and musical performances. They have participated in craft courses and fitness classes, visited craft events and fairs and been to places of interest including National Trust sites.



## Clare

Personal Assistant  
with Megan

# Glossary of terms

## Acute Care

Short term medical treatment, usually in hospital, for patients with an acute illness or injury or recovering from surgery.

## Advocacy

An advocate is someone who argues your case for you and makes sure the correct procedures are followed. If you have difficulties with benefits or services, for instance, you may find that an advocate can help you solve these problems.

## Assessment

A conversation held with a service user, sometimes using a questionnaire, which is used to work out what Social Care support a service user needs. An assessment takes place when a service user first applies for Adult Social Care services. The assessment is reviewed at least once a year to make sure that the service user continues to receive the right support, but reviews may happen more frequently depending on an individual's circumstances.

## Assistive Technology (AT)

The use of technology or equipment by a service user to enable or promote a person to live independently. It allows people to perform tasks, which, they would otherwise be unable to do, or increases the ease or safety with which the task can be performed.

## Care and Support

The mixture of financial, practical and emotional support that helps people to carry out the day to day things that most of us take for granted, such as getting out of bed, dressed and into work, choosing what and when to eat and getting out of the house, being able to see friends and care for our families.

## Care Package

A care package is a combination of services put together to meet a person's assessed needs as part of the care plan arising from an assessment or a review. It defines exactly what that person needs in the way of care, services or equipment to live their life in a dignified and comfortable manner.

## Carer

A carer is somebody, who provides unpaid support or who looks after a close family member, partner or friend who needs help because of their age, physical or mental illness, or disability.

## Care Quality Commission

The Health and Social Care regulator for England. It looks at the 'joined up picture' of Health and Social Care and promotes the rights and interests of people who use the services. It is an independent body which bases its' action on high quality evidence. Its work brings together independent regulation of Health, Mental Health and Adult Social Care.

## Direct Payment

Payments made directly by the Council to someone in need of care and support to allow the person greater choice and flexibility about how their care is delivered.

## Financial Assessment

A conversation, sometimes using a questionnaire, to work out what a service user can pay towards their Adult Social Care services. A financial assessment will take place after an assessment has been carried out to determine a service user's social care needs. A financial assessment is reviewed at least once a year to ensure that the service user is not paying more or less, than they should, but may happen more frequently depending on individual's circumstances.

## Occupational Therapists

An Occupational Therapist has specialist training in helping people to live as independently and comfortably as possible in their own homes.

## Personal Assistants

A person who works for you to provide you with the support that you require.

## Personal Budget

A personal budget is the sum of money, which a service user is assessed as being entitled to receive to help them be independent, safe and well. Personal budgets can be used to pay for any type of service, (not just a social care service) that would help add value to their life as long as it is legal. For example, a person may choose to use some of the money to join/attend a craft club and give them an opportunity to socialise. They must be used to achieve agreed outcomes. A person can choose to receive their personal budget as a Direct Payment, Mixed Budget or Personal Managed Budget.

## Respite

Respite is a break from caring for someone else. This can mean a few hours during the day, 'night sitting' or even a full holiday.

## Safeguarding

Safeguarding is how we work with people to prevent them experiencing harm from others or sometimes themselves. It includes helping people recover when they have been abused and preventing unsuitable people entering the Health and Social Care work force.

## Useful contacts and web links

### Telford & Wrekin Council

[www.telford.gov.uk](http://www.telford.gov.uk)

### My Choice

[mychoice@telfordcab.co.uk](mailto:mychoice@telfordcab.co.uk)

### My Life

[www.telford.gov.uk/mylife](http://www.telford.gov.uk/mylife)

### Main switchboard

Telephone: 01952 380000

24 hour automated payment line:

01952 383977

Monday to Friday - 9am to 5pm

### Adult Social Care

Telephone: 01952 385385

Monday to Friday - 9am - 5pm

#### Local Contacts

Hadley: 01952 387183

Wrekin: 01952 385577

Lakeside: 01952 385465

### Anti-social behaviour

Telephone: 01952 384384

Monday to Friday - 9am - 5pm

### Bins and recycling

Telephone: 01952 384384

Monday to Friday - 9am to 5pm

### Benefits

Telephone: 01952 383838

Monday to Friday - 9am to 5pm

### Concessionary travel

Telephone: 01952 383867

Monday to Friday - 9am - 5pm

### Council tax

Telephone: 01952 383838

Monday to Friday - 9am to 5pm

### Elections

Telephone: 01952 383206

Monday to Friday - 9am to 5pm

### Emergency welfare

Telephone: 01952 380400

Monday to Friday - 9am to 5pm

### Environmental health

Telephone: 01952 381818

Monday to Friday - 9am - 5pm

### Family Connect

Telephone: 01952 385385

Monday to Friday - 8am to 5pm

### Fostering

Telephone: 01952 676500

Monday to Friday - 9am - 5pm

## **Flooding**

Telephone: 01952 384000

Monday to Friday - 9am - 5pm

## **Highways (streets and roads)**

Telephone: 01952 384000

Monday to Friday - 9am to 5pm

## **Housing options**

Telephone: 01952 381925

Monday to Friday - 8.30am to 5.15pm

## **Mental health (NHS)**

Telephone: 0300 790 7000

24/7

## **Planning**

Telephone: 01952 380380

Monday to Friday - 8.30am to 5.15pm

## **Leisure services**

Telephone: 01952 382621

Monday to Friday - 8.30am to 5pm

## **Register Office**

Telephone: 01952 382444

Monday to Friday - 9am to 5pm (by appointment only)

Saturday - ceremonies only

On the first Thursday of every calendar month the office will open at 10.30am.

## **Safeguarding adults**

Telephone: 01952 385385

Monday to Friday - 9am to 5pm

## **Safeguarding children**

Telephone: 01952 385385

Out of hours: 01952 676500

Monday to Friday - 9am to 5pm



# Adult Social Care

2016/17 and 2017/18

## Right Help, Right Time

to promote independence in Telford and Wrekin

**A look back at what we achieved**