



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 2024/25



A look back
at what we've
achieved
working
together



Our Adult Social Care Charter



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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've done and what we plan to do in the coming year in Adult Social Care. It includes how we spend our budget and your feedback on our services and advice.

What is Adult Social Care and what do we do?

Adult Social Care is a key part of Telford & Wrekin Council. While the Council Plan outlines our overall operations and goals, this document details what Adult Social Care aims to achieve to "protect, care, and invest to create a better borough." You can view the Council's Plan and Priorities at www.telford.gov.uk/councilplan

Our support includes:

- helping people over 18 stay in their own homes, as independent and safe as possible;
- supporting carers with advice, information, and assistance;
- assisting people with various needs, such as physical disabilities, sensory impairments, learning disabilities, or mental health illnesses; and
- aiding young people transitioning from Children's Services to adulthood.

We aim to provide 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 their support networks to help them live fulfilling lives, realise their potential, and contribute to their community.

Our priorities are:

- 1 Providing early information and advice to enable people to help themselves.
- 2 Enabling people to live independently in their own homes for longer.
- 3 Supporting people with care and support needs to live free from abuse.
- 4 Working in partnership with people, communities, and partners.
- 5 Working with care providers to develop a high-quality, sustainable care market.

For more information about Adult Social Care, please view the Adult Social Care webpages on the Telford & Wrekin Council website – www.telford.gov.uk/asc

Adult Social Care Values



Foreword

Over the past few years, we have continued to work tirelessly to improve our services, listening to your feedback and making necessary changes through co-production. We are proud to announce that our efforts have been recognised by the Care Quality Commission (CQC), achieving a 'Good' rating in the local authority assessment. This reflects our commitment to providing high-quality care and support.

However, we continue to face significant challenges. The growing needs of our community, coupled with financial pressures, require us to be innovative and resourceful in our approach. Despite this we continue to deliver for and with our community.

Looking ahead, our areas of focus for Adult Social Care in 2025/26 include continuing to:

- deliver on the development areas outlined in our CQC report:
 - o focus on our information and advice offer and its accessibility,
 - o focus on waiting times for assessments
 - o focus on the take up of Direct Payments

- o work with the care market to develop it to meet the evolving needs of people
- o work with employers to increase opportunities for people with disabilities to have paid employment, in particular people with learning disabilities.
- o work with the Making it Real Board and other people with lived experience to further develop the diversity and representation within experts by experience groups and Boards.
- o focus on Safeguarding, Mental Capacity and Deprivation of Liberties (DoLS) to further improve outcomes for people.
- work with people, communities, staff and partners to prevent, reduce and delay a person's needs for Adult Social Care services – our Making Prevention Real Programme;
- build on our innovative practice, including the use of digital technologies; and
- use feedback from people with care and support needs, their families and carers to shape and develop services to improve experiences.

Together, we will protect, care and invest to build a more inclusive borough.



Sarah Roberts
Expert with lived experience and Co-Chair of the Making It Real Board



Cllr Paul Watling
Cabinet Member for Adult Social Care and Health



Cllr Kelly Middleton
Cabinet Member for Public Health and Healthier Communities



Fliss Mercer
Executive Director: Adult Social Care, Housing and Customer Services



Sign up to the Adult Social Care newsletter, register your email address at www.telford.gov.uk/newsletters

Telford and Wrekin

Our key facts and figures



Our net budget for Adult Social Care 2024/25 was

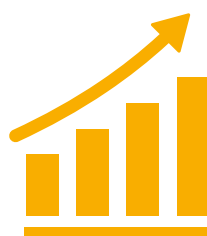
£69.1 million

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



THERE ARE 191,915

people living in Telford and Wrekin; 34,050 over 65 years and 114,800 aged 18-64.



+13.5%

population increase in last 10 years

+28.5%

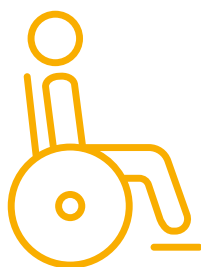
increase in 65+ population in last 10 years. For 80+ there has been a 42% increase.

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%.



14,600

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



4,700 2,070

Assessments and prevention

People receiving long term services



66

Domiciliary care providers



40

Care homes



1,280

Beds

Adult Social Care Care charging policies review

When people require adult social care services, we assess their specific care and support needs. We also look at their income, to determine their contribution towards the cost of care.

The amount people need to pay for their care varies. Some people are not required to pay anything, some people make a contribution, while others are self-funders who cover the full cost of their care.

Since the introduction of the Care Act in 2014, the Council had not made any fundamental changes to the Adult Social Care Charging policies. Following a period of consultation in the Summer of 2023, we reviewed our charging policies and identified key areas of change.

Based on people's feedback, and the input from the Telford & Wrekin Health and Social Care Scrutiny Committee, the Council approved several changes to the Adult Social Care Policies.

These policies were implemented in January 2024, watch our video on the changes to our Adult Social Care Charging Policies: <https://youtu.be/ellRn-EPrBg>



www.telford.gov.uk/asccharging



New local authority CQC assessment process

The Care Quality Commission (CQC) began its new assessment process for local authorities in Winter 2023. This process aims to provide independent assurance about the quality of adult social care services in your area. By evaluating how local authorities meet their duties under Part 1 of the Care Act (2014), the Care Quality Commission ensures that care services are person-centred and meet high standards.

The aim is to encourage improvement where needed, keep people safe, and provide transparency about the quality of care.

The outcomes of these assessments provide valuable insights. Local authorities are rated on their performance, identifying strengths and highlighting areas for improvement. Authorities demonstrating outstanding quality will serve as examples for best practices across England.

All Care Quality Commission (CQC) detailed reports are published on their websites, offering insights into each local authority's strengths and areas for development. For more details, visit the [CQC website](#).

Celebrating success in Adult Social Care

We're delighted about our Care Quality Commission (CQC) rating in Telford & Wrekin.

In 2024, the Care Quality Commission (CQC) awarded our council a 'Good' rating following our assessment of how well we deliver our Care Act Duties. This achievement reflects the incredible dedication and hard work of everyone involved in Adult Social Care.

We are all immensely proud of this recognition. It shows that we are making a real difference in delivering high-quality, person-centred care to those who need it most. The assessment highlighted our strengths in supporting residents and ensuring safe, effective, and compassionate care.

Inspected and rated

Good



This rating is a validation and a testament of the commitment and teamwork of our staff and partnership between our council staff, care providers, experts with lived experience, and their families and carers. Together, we are shaping a community where everyone can thrive.

A true reflection of the passion and professionalism shown by everyone involved. We strive every day to support people to live well and independently, and this recognition motivates us to continue improving.

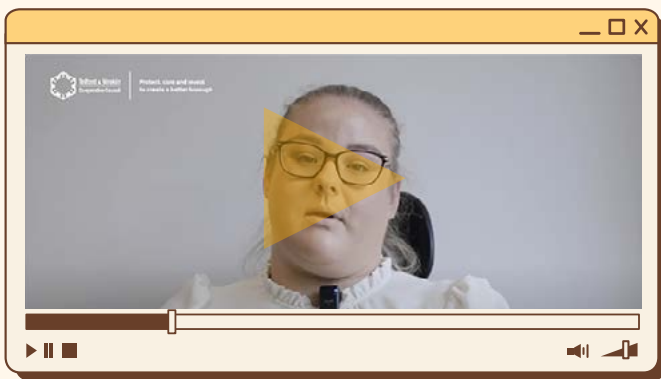
Of course, there's always more to do. We remain committed to building on this success and to continually enhance care services, providing even greater support to the people of Telford and Wrekin. Thank you for being part of this journey.

Watch Councillor Paul Watling and others talk about our Care Quality Commission (CQC) rating <https://youtu.be/EMY7w1D0w0E>

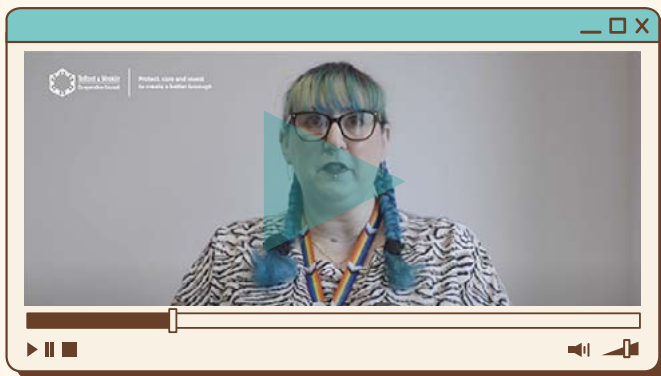


The importance of co-production

Watch Sarah and Katie's vlogs from National Co-Production Week 2024 linked to the theme 'What is Missing from co-production?'



Watch Sarah our expert with lived experience and Co-Chair of the Making It Real Board vlog – [Co-Production Vlog - Sarah](#)



Watch Katie our lived experience Co-Production and Engagement Officer's vlog – [Co-Production Vlog - Katie](#)

Watch a roundup of our 2024 Co-Production Conference – <https://youtu.be/mSjOmKZu5wY>

WATCH NOW



Celebrating co-production successes

'Nothing for us, without us!'

In 2024 we held a Co-Production Conference, an event dedicated to fostering collaboration and innovation in Adult Social Care.

Councillor Paul Watling, Cabinet Member for Adult Social Care & Health Systems, said: “Our innovative approach to co-production and engagement has been pivotal to our successful services. We are committed to working closely with the community, breaking down barriers, and ensuring that our services reflect the voices and needs of those we serve. By listening, valuing contributions, and working as equal partners, we champion a model of service design that includes active voices and stakeholder contributions, leading to better outcomes for everyone.”

Our conference highlighted the Council's dedication to expanding its co-production efforts, aiming to push the boundaries and shape services that truly align with community desires. Attendees had the opportunity to learn from experts with lived experiences, gaining insights into past achievements and future aspirations such as how the Council will be improving information and advice available to residents that is easy to access and understand.

Sarah Roberts, a lived experience expert at the conference emphasised: “I've seen first-hand how co-production can turn frustration into collaboration. In my opinion the key to successful co-production is to truly embrace the approach and the values it represents.”

Getting involved in Adult Social Care

We want the people who access Adult Social Care to work with us ensuring that those who have lived experience (experts with lived experience) are heard, valued, and can inform, question, and challenge our developments and practice.

We know that people want to get involved with adult social care in different ways. We understand that not everybody will want to be involved in meetings but may wish to feedback on subject matters of interest from their own experiences of Adult Social Care, health services, care providers, community and voluntary services, and national projects around the country with the intention to improve services locally.

Visit www.telford.gov.uk/ascgetinvolved to view information about our approach to co-production, our various boards and what we've achieved by working together.

Lived experience is first experience. You then realise that this new topic is not as easy as you would have thought. My experience outside of the service was minimal and fragmented. I was faced with challenges beyond my control and knowledge base however the teams within the services were of an immense support. I can truly inform that I can see where our services could be improved, where gaps exist and how simple tweaks to the service could assist in enhancing an already good service.

My role in co-production has enabled me to develop a deeper understanding and opportunity to work with some strong teams to provide an external view and gather rich data to enhance the service. I have met some great passionate people who are keen to enhance the service that they provide. Co-production is a key element, it underpins our service, it has provided the opportunity to capture the feelings of those accessing our services and to use my skills and experience utilising my already defined quality assurance, lived experience, education and training experiences to understand and close some of the gaps especially for those living with SEND (Special Educational Needs and Disabilities) and medical challenges to contribute to a greater service in line with the requirements of Care Quality Commission (CQC).

My struggles, along with many other experts with lived experience that we work with, with identifying where to go within the maze of services and telephone numbers has seen a revised Carers Wellbeing Guide published in 2024 and development of Knowing Where to Go literature providing clear simple steps to those who can assist and signpost.



Point of view

Patricia Beaumont talks about what it's like being on both sides of Adult Social Care as a Co-Production & Engagement Officer and a Carer

Sometimes in life a curve ball comes around and your life changes with caring responsibilities beyond your expectation. You are thrown into a maze of systems, policies and medical terminology unknown to you. You learn fast, real fast!

Caring is great it brings out the best in those with the capacity to see the opportunity to assist in making one's life better, more meaningful and it brings about a sense of satisfaction.



Sign up to the Adult Social Care newsletter, register your email address at www.telford.gov.uk/newsletters

Our partnerships



Ageing Well Strategy launched in 2023

Telford & Wrekin Council, together with local partners, launched a borough-wide “Ageing Well” 10 year strategy in Autumn 2023.

In Telford and Wrekin we are proud of the work we do to improve the lives of people to ensure growing older is a positive experience. However, as we face significant challenges in the coming years, we need to plan and work differently, focusing on prevention and integration across organisations.

Telford and Wrekin saw one of the largest increases in population aged 65 plus in England between the 2011 and 2021 Census, with an increase of 35.7%.

In 2032, there are expected to be around 42,300 adults aged over 65 plus living in Telford and Wrekin, a further increase of around 30% on the 2021 population.



What we've achieved so far...



Health and wellbeing

- Working in partnership with Age UK Shropshire, Telford & Wrekin, Forum 50+, Community Resource, Adult Social Care and Alzheimer's Society, the Council successfully applied for just under £43,000 of National Lottery's Reaching Communities funding for a physical activity project for people with dementia and their carers called 'Move to Thrive'.
- Over the last 12 months, 183 people registered for the Moving On classes, a falls prevention programme delivered by Fit 4 All, currently there are 128 active participants.

Transport

- The Council's Transport team have introduced an easy booking system with new Dial-a-Ride technology system which includes targeted work with care homes to improve accessibility to meet the needs of older people with mobility problems.



Digital Inclusion

- Free Library iPad Loan scheme has been implemented across Telford libraries.
- Free digital drop-in sessions offering one to one support for digital needs across various locations in Telford.
- National Databank has provided 119 free mobile SIM cards for residents aged 18+ experiencing data poverty.

Housing

- The Independent Living Centre and its offer for people to be equipped with the correct, adaptations, advice and support to remain in their own home for longer.

For more information on the Ageing Well Strategy and to stay updated on its development, visit www.telford.gov.uk/ageingwell

Learning Disability Strategy continues to make positive progress

The Learning Disability Partnership Board continues to be a key driver in improving the lives of people with learning disabilities in Telford. The board brings together:

- professionals from adult social care, health, and public health;
- people with lived experience Carers and family representatives; and
- partner organisations across the health and care system.

The board's work is underpinned by the Learning Disability Strategy, ensuring that all actions are aligned with local priorities and national best practices.

A cornerstone of the board's approach is its ongoing engagement with:

- Telford Voices – our Lived Experience Group
- Parent Carer Group – providing vital insight into the needs of families and carers

As the current Adult Learning Disability Strategy concludes in 2025, our continued engagement is helping us review and adapt our priorities. This supports the development of an All-Age Learning Disabilities Strategy in 2026, ensuring that future plans

remain responsive, inclusive, and person-centred. Across all services in Telford and Wrekin we want to promote independence of people with learning disabilities and help people to live well. People with learning disabilities, and their families, in Telford and Wrekin can now access advice, information, care and support that is aspirational, modern and meaningful co-designed with the Learning Disability Partnership Board, Adults with Learning Disabilities Parent Carer Working Together Group and Telford Voices. A new webpage was launched in 2024 on Telford & Wrekin Council website visit www.telford.gov.uk/ld

Autism Strategy launched in 2024

Telford & Wrekin Council, together with local partners, launched a borough-wide autism strategy in September 2024. This autism strategy is a five-year strategy which supports our aim for Telford and Wrekin to be an autism friendly borough where people can live full, healthy and rewarding lives, in a society that is inclusive.

The strategy has been co-produced with autistic adults, young people and their families to capture what is important to them and their lived experience, recognising that autism is lifelong.

Watch the launch video for the borough-wide Autism strategy - <https://youtu.be/UhnLiiZaBEw>

In the coming year we will be working to adapt the current strategy to take an All Age approach across Shropshire, Telford & Wrekin. The board works closely with the Telford Autism Hub who contribute to the delivery of the borough's Autism Strategy, through community engagement they offer Autism Champion Training, Information, Advice and Guidance and Access to employment.



An Autism Friendly action plan has been co-produced with Lived Experience experts to track progress against the priority areas.

View the Autism strategy by visiting www.telford.gov.uk/autism

All Age Carers Strategy launched in 2024

The All Age Carers Strategy is the result of extensive consultations with carers, health and social care professionals, and community organisations. It outlines a detailed series of priorities focused on improving the quality of life for carers.

The creation of the Carers Partnership Board are co-producing the action plan to deliver the strategy, steering better access to resources, enhanced support networks, and innovative care solutions for carers, working alongside Council staff.

Carers Partnership Board

Following the publication of the All Age Carers Strategy, we are pleased to share that we have held multiple Carers Partnership Board meetings.

It is fantastic to see such a good turnout and continued commitment of all involved in the Board, highlighting that many people want to help make a difference to the lives of all age carers. The Board brings together unpaid carers, health, social and voluntary services with the aims to enhance support for carers of all ages, ensuring that their contributions are recognised and that they receive the assistance they need to thrive - that they are cared for and about. We are very excited to see the Carers Partnership Board go from strength to strength.

The board are currently developing the All Age Carers Strategy 5 year Action Plan and mapping this year's priorities. This will aid measuring progress and positive changes, impacts and outcomes for our Carers.

View the All Age Carers Strategy and Carers Partnership Board webpage by visiting: www.telford.gov.uk/carers



Mental Health Partnership Board

The Mental Health Partnership Board meets several times a year. In the coming year its focus will be on the development of the mental health strategy for Telford and Wrekin which will signal the priorities for mental health in our area.

The Board has representation from the Council (including colleagues whose focus is public health and green spaces), the mental health NHS provider (Midlands Partnership University NHS Foundation Trust), the Integrated Care Board and the voluntary sector. Hearing the views of people with lived experience is vital and this happens in a number of ways: we have people with lived experience on the Mental Health Partnership Board and have several more people who wish to join us. We visit services as often as possible – to spend time talking to people who have accessed services. A recent visit to the Calm Café provided rich feedback on the experience of those who had accessed the service and suggestions for ways in which the service can develop.

We also talk to our advocates such as the Independent Mental Health Advocates who advise us of the views of people they have advocated for. When commissioning or recommissioning a particular service we meet with those impacted to hear what matters to them. For example, before tendering the care contract at Orchard Place, commissioners met with residents. The discussion focused on the things they valued, areas they would like to change and their own goals for the future. This informed the specification development.



Our partnerships

We work closely with the Mental Health Forum which is a forum for the voluntary sector who are interested in mental health. Whilst this is a forum for the providers, their collective insight is very important. Through their work in the Borough they meet a wide range of residents every day many of whom have no contact with statutory services. As a result their feedback on things such as the developing mental health strategy is very important.

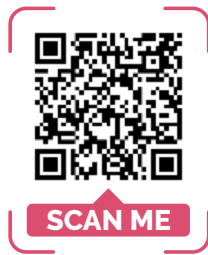
What the Mental Health Partnership Board have achieved so far...



Refreshed Mental Health webpage

We are continually updating and reviewing our mental health webpages to ensure that if you or someone you know needs help it is easy to access the right information about local services. Our webpages can connect you to services such as Talking Therapies, Social Prescribing services, our Calm Cafes as well as self-help tools and links to information.

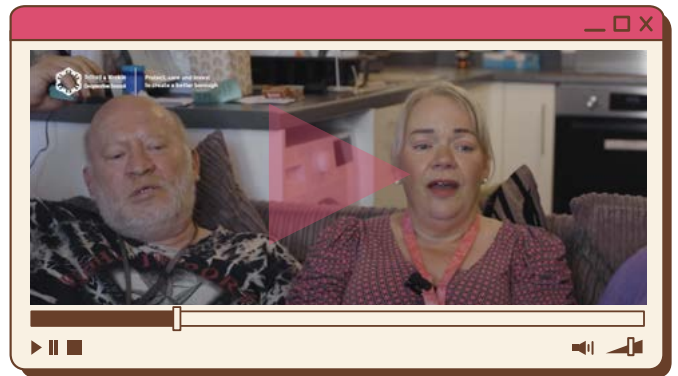
Visit: [Mental Health Services – Telford & Wrekin Council](#)



Developing Specialist Supported Accommodation for residents with mental health needs in Telford and Wrekin has been a priority over the last two years. This purpose built accommodation opened in the summer of 2024 and provides 12 residents with the opportunity to access 24/7 supported accommodation in Telford. This has been an area of focus in our local offer and is part of the Councils commitment to providing care closer to home. Further planning regarding additional accommodation is underway.

To showcase the work Adult Social Care has been doing with people with mental health challenges, we are pleased to share with a short video of Kevin and Joanna Clubley, Forensic senior social worker talking about the benefits they have found integrating Ethel within the Support Package.

Watch Kevin and Joanna - <https://youtu.be/1TGnKLXaYY>



Calm Cafe

The Calm Cafes are delivered by Telford Mind and Telford and Wrekin Council with the support of local organisations. We provide support and safety to people experiencing emotional/mental health crisis. Calm Cafes are available for anyone 18 years and older who find themselves in crisis or who are in need or support with their emotional/mental health to prevent a crisis.

Café locations, days and times:

| Monday | Tuesday | Wednesday | Thursday |
|--------------------|--------------------------|-----------------|---------------------|
| 5pm-7.45pm | 5pm-7.45pm | 5pm-7.45pm | 5pm-7.45pm |
| Outpost Oakengates | Donnington Community Hub | Hub on the Hill | Meeting Point House |
| TF2 6EP | TF2 7PR | TF7 4HG | TF3 4HS |

Mind Telford Telford & Wrekin Cooperative Council Protect, care and invest to create a better borough





Safeguarding

If you are worried about a vulnerable person who lives in the Telford and Wrekin area being abused or neglected by other people, please say something.

If you suspect that a vulnerable person is being abused or neglected, please report this via:

Please note if it is a serious matter or an emergency, always ring 999.

- **Family Connect (Option 2)**

Telephone: 01952 385385 (when prompted please select option 2)
Monday to Friday from 9am-5pm

- **Emergency Duty team**

Telephone: 01952 676500
Monday to Sunday after 5pm

- **West Mercia Police**

Telephone: 0300 333 3000 or 101.



Sometimes people are afraid to speak up and report abuse. This maybe because they will get someone into trouble, might have got it wrong or cause more distress. All safeguarding concerns are responded to sensitively and focus on safeguarding and getting it right for the person concerned.

View more information by visiting: www.telford.gov.uk/adultsafeguarding

New feedback opportunity

Enhancing Adult Safeguarding Through the Voice of Experience

We're pleased to announce the launch of a new Service User Feedback Form for people involved in Adult Safeguarding enquiries under Section 42 (S42) of the Care Act 2014. This initiative is part of our ongoing commitment to Making Safeguarding Personal (MSP) ensuring that safeguarding is not only about safety but also about improving quality of life and respecting the voice of the person.

At the conclusion of a Section 42 (S42) enquiry, service users (or their advocates) will now have the opportunity to provide feedback in a way that suits them best:

- verbal feedback (with a practitioner);
- written/self-completed form; or
- new QR code option – scan and complete the form online, quickly and securely

This new digital option increases accessibility and empowers people to reflect on their experience in their own time and space.



Why it matters

Feedback from the person helps us:

- understand whether the outcomes that matter to them were achieved;
- improve how we support the principles of safeguarding through empowerment, prevention, proportionality, protection, partnership and accountability;
- ensure that advocacy is available and effective where needed; and
- continuously improve our safeguarding practice and responsiveness.

Making Safeguarding Personal means putting people at the heart of safeguarding. Feedback shapes how we learn, adapt, and deliver better outcomes.

Please help us spread the word about this new feedback option to ensure safeguarding is more personal, responsive, and effective.



Sign up to the Adult Social Care newsletter, register your email address at www.telford.gov.uk/newsletters

Where to go for adult social care

Our approach is one that is preventative, person-led and strengths and community asset-based.

Find support, make informed choices – Know where to go for Adult Social Care

Need help finding adult social care services? Our new Knowing Where to Go flyer is here to help. It is designed to make it easier for residents to get information and advice about adult social care.

Co-produced with the **Making it Real Board**, this easy-to-use guide highlights a range of services and useful contacts to help residents plan for care, make decisions and connect with the right support at the right time.

Sarah Roberts, Co-Chair of the Making it Real Board said:

“Whether you are new to adult social care or already receiving help, this flyer offers key information to guide you to the right support”

Grab your copy today at www.telford.gov.uk/kwtg
Available in two formats including easy read.

Visit www.telford.gov.uk/kwtg or to view and download, available in two formats including an easy-read version for extra accessibility

Pick up a copy from the Independent Living Centre or alternatively request a printed copy by calling 01952 381250 (Monday to Friday, 10am-4pm). **Don't wait until things get difficult, get informed, stay connected, and feel confident about your care choice.**

Carers Wellbeing Guide

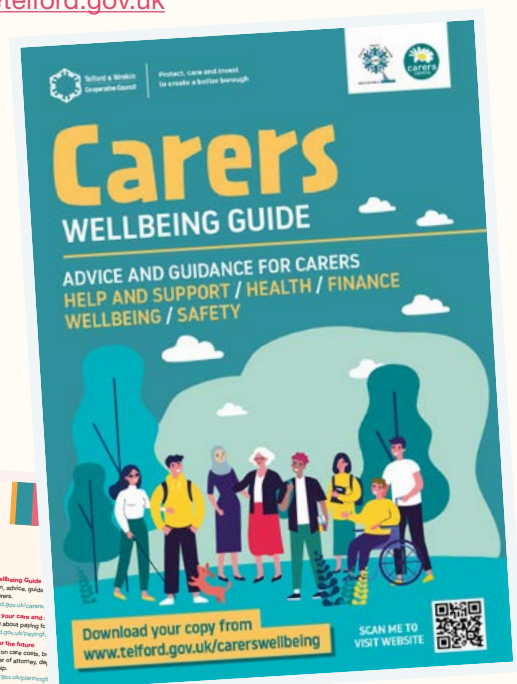
We've co-produced and launched a new edition of the Carers Wellbeing Guide, a vital resource for carers in the borough.

This guide is a go-to resource, packed with information, practical advice, and local contacts to support our resident informal/unpaid carers in their day-to-day life.

The new guide is now available and can be downloaded from www.telford.gov.uk/carerswellbeing

Pick up a copy from the Independent Living Centre or Telford & Wrekin All Age Carers Centre.

If you are unable to access the above venues, request a printed copy by calling 01952 457181 (Monday to Friday, 10am-5pm) or email your request to: ILCTelford@telford.gov.uk



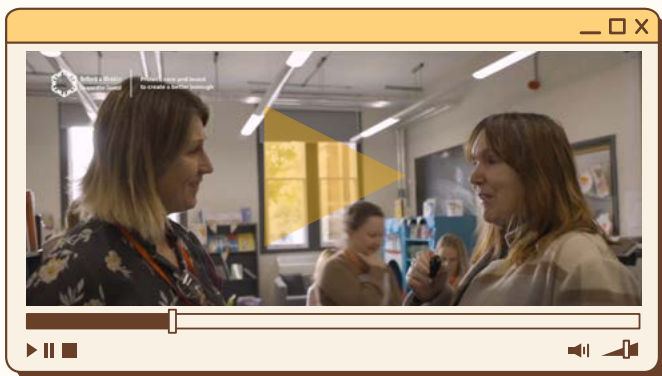
Live Well Community Hubs in development

Bringing a variety of services directly to residents, the Live Well Hubs are open to all and offers people the opportunity to talk to organisations about what matters to them: about health, wellbeing, care, social and financial needs – now or in the future - and to support themselves or on behalf of family, friends or neighbours.

Alongside being a source of information, advice and guidance, users of the Live Well Hubs have been getting their blood pressure checked, booking appointments with the Healthy Lifestyles team and connecting with community activity groups.

The first Live Well Hub was launched in Madeley in April 2024 and further hubs were developed over the year.

Watch Councillor Kelly Middleton show you what the hubs have to offer – [Live Well Hub The Anstice](#)

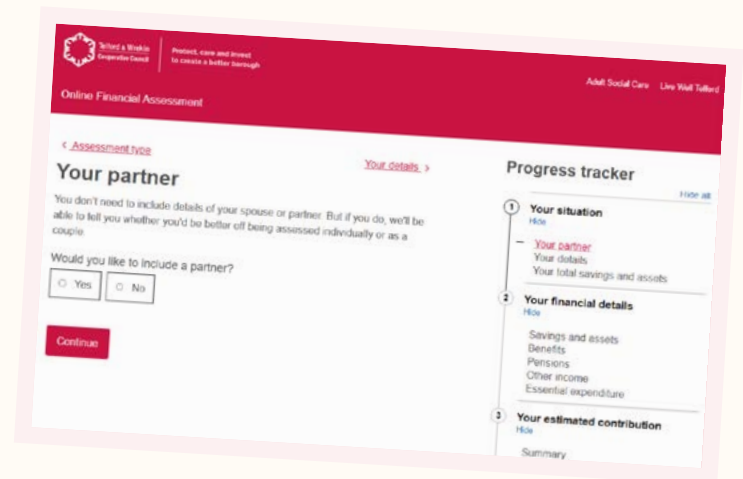


Find your local hub by visiting <https://livewell.telford.gov.uk/livewellhubs>

Online Financial Assessment – calculate your contribution in your own time

An online calculator, that will give you a guide as to how much you may need to contribute towards your care.

If you receive care funded by your local authority, at home, in the community, or in a residential home, you will be asked about your financial circumstances to work out if, and how much, you are able to contribute to the cost of your care.



The online contribution calculator lets you do this for yourself – free, in confidence, and in your own time.

All you need to do is enter details of your benefits, pensions, earnings, savings, assets, and essential costs. Then the calculator will tell you what your weekly contribution may be.

Visit: www.telford.gov.uk/OFA



Understanding Advocacy

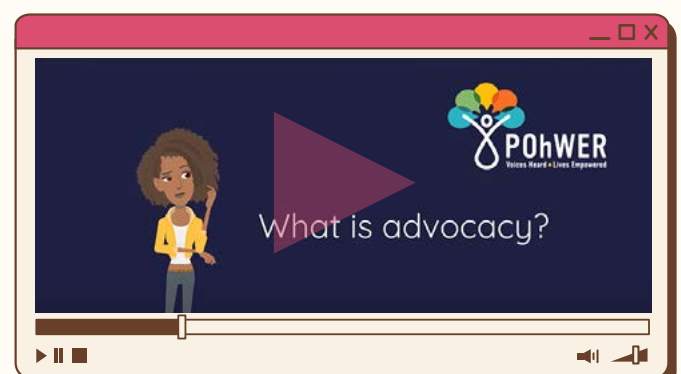
The Care Act 2014 introduced a duty on local authorities to involve people as much as possible when their care and support is being assessed or reviewed or when they may be subject to safeguarding concerns.

This includes a duty for your professional worker to arrange for an independent advocate if you and/or they feel it would help you to be involved in the process and there is no other suitable support to help you.

Watch POhWER's short video explaining 'What Advocacy is' –

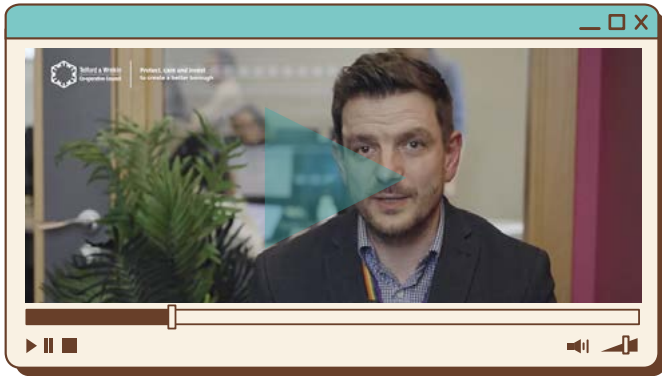
<https://youtu.be/ulbzWYiqyUE?si=u1NmfGhc8r4F3zj>

For more information visit: www.pohwer.net



CELEBRATING

our Social Workers



Watch our short video about World Social Work day and week: <https://youtu.be/rZe59CQOwko>

Adult Social Care supporting student Social Workers – a student Social Workers perspective

Adult Social Care pride ourselves on providing great placements for student social workers; we asked one recent student about her experiences.

Chisom Okeke, Student Social Worker

I am a student social worker on my final placement in the Adult Safeguarding Team with Telford & Wrekin Council's Adult Social Care. My experience with the Council has been enriching and transformative. From day one, I felt welcomed and supported. Amy Richards, my Practice Supervisor, asked about my learning style and tailored my placement accordingly, a strategy which made a lasting impression.



My Practice Supervisor clearly stated from the start that she wanted me to grow, and she consistently prioritised my development while ensuring I felt protected and supported throughout. She worked collaboratively with my Practice Educator, Emma Clutton, to create a nurturing environment that balanced independence with guidance, always providing constructive feedback and consistent supervision to steer my development.

There is a perfect balance of professionalism and friendliness within the Adult Safeguarding Team. Despite the hybrid working model, I never felt alone, the team was only a Microsoft Teams call away and always checked in. I was consistently encouraged and included.

What surprised me most was the level of trust placed in me as a student. Getting to the end of placement, I had not only attended but presented in a strategy meeting, something I never imagined I could achieve at the start. Shadowing experiences across other Adult Social Care teams such as Telford Integrated Community Assessment Team (TICAT), Mental Health, and the Ongoing Intervention and Review Team, broadened my learning further. I was treated as a professional, not “just a student,” which boosted my confidence immensely. Completing the confidence checklist at the start and end of placement has evidenced my growth and development.

My time at Telford & Wrekin Council has been a true pleasure, an experience I will always bear with pride, and I am indeed grateful for this experience as a foundation into my social work career.

What is Occupational Therapy (OT)?

Occupations are the activities or tasks we do for self-care, productivity and leisure as part of our everyday living. Put simply how we manage on a day-to-day basis.

If we have disabilities, chronic illness or an injury we have to adapt how we engage in our activities; in Adult Social Care we tend to focus on helping people with their self-care activities such as washing and meal preparation. We also consider how the environment impacts on our activities and how we can adapt this to enable someone to engage in their activities.

Our daily living activities give our lives structure, engaging in them can improve our health and wellbeing. **Can you think of a time you've had to stay in bed and couldn't shower or dress for a few days?** You might not feel like meeting your friends for a coffee, even if this activity is something you ordinarily love to do.

Occupational Therapy Assessments can take place at the Independent Living Centre with a Hybrid Worker who can make recommendations for some equipment, minor works such as grab rails and some low level adaptations. For more complex cases, the Occupational Therapy Team will assess someone in their home environment.

In April 2024, we joined with Shropshire Council and Telford & Wrekin Integrated Care Board (ICB) to contract Medequip to deliver our equipment service across the borough which has also brought in some cost savings to the service; quite an achievement when we increased the number of Occupational Therapy assessments that were completed over the last year and improved on our waiting times.

Feedback received from the people who have received our services is very positive with them identifying that Occupational Therapy (OT) has supported them to feel more independent.

Here's an example where the Occupational Therapy Team have supported a person to remain as independent as possible:

Wendy had an Occupational Therapy Assessment as she was no longer able to access her bath due to severe bath pain and poor mobility, she'd



also fallen in the bath. She experiences numbness in her legs and cannot stand for long periods. Wendy was relying on her daughter to wash her hair and utilising a neighbour's level access shower once to week to attend to her personal care.

During the Occupational Therapy Assessment, it was identified that Wendy had a shower over the bath, so we recommended a swivel bather, a seat that sits across the bath, that can be positioned under the shower allowing Wendy to shower independently again.

Wendy commented that 'the swivel bather has changed my life. It has allowed me to have a shower with minimal help and given me the confidence to get back into the shower'.

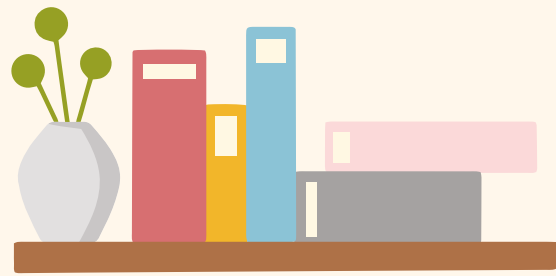
A simple piece of equipment that costs less than £75 has given Wendy her independence back, as well as improving her dignity and wellbeing by allowing her to shower more often.

Growing our own Occupational Therapists

Zoe Bethell, Occupational Therapy Apprentice

I have recently finished studying the Apprenticeship Degree with the University of Coventry. I am pleased to say that once registered with the Health and Care Professions Council (HCPC). I will be able to change that above title to Occupational Therapist.

The 'Grow Your Own' scheme within the Council has given me a great opportunity to gain practical experience in Occupational Therapy while being employed. The combination of academic studies with on-the-job training gave me the hands-on learning experience whilst working alongside established Occupational Therapists. The Team have been very supportive and by being able to attend the Occupational



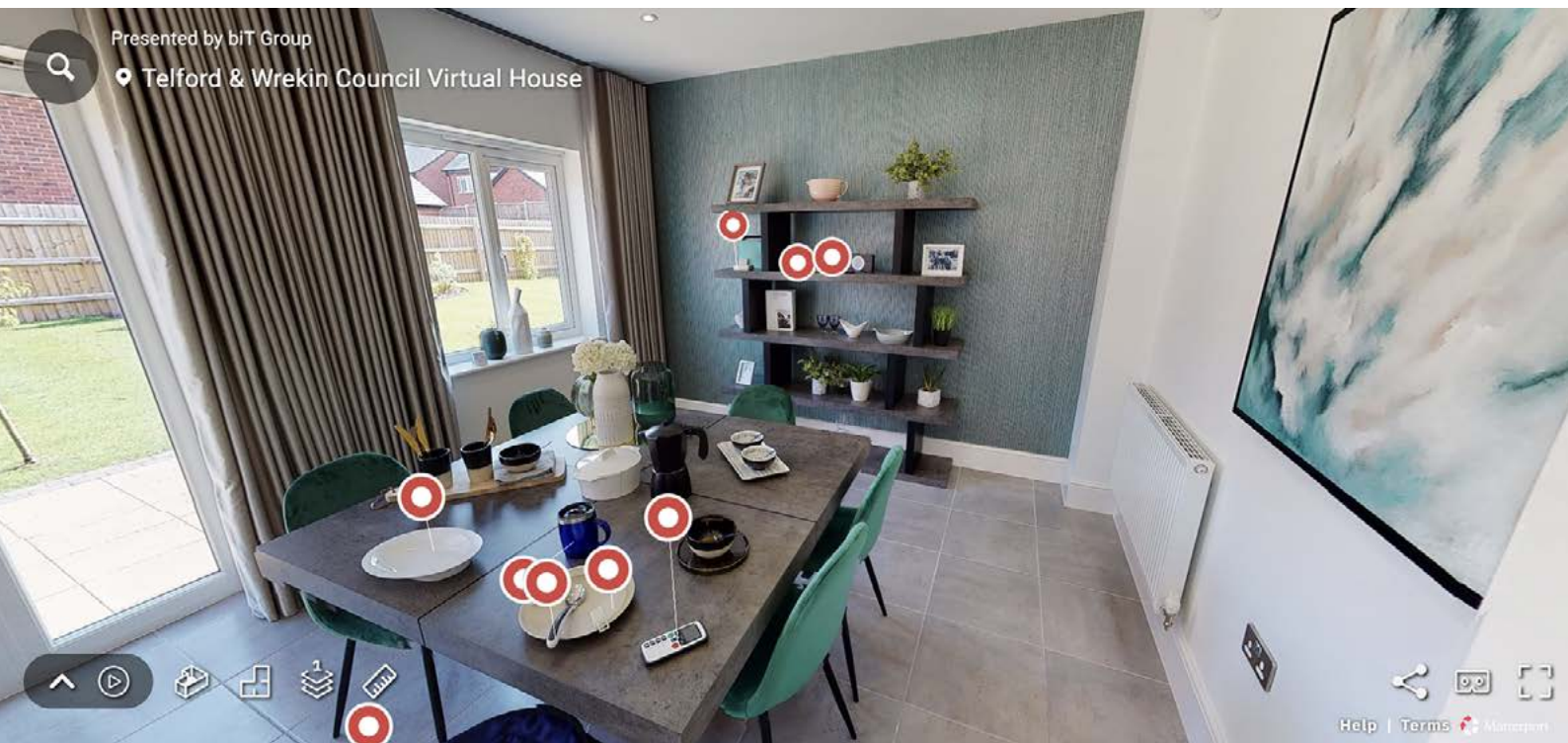
Therapists Peer Review discussions weekly this has allowed me to take on qualified cases to accelerate my understanding and development.

The Degree has taken me slightly longer than anticipated but I have been inspired and encouraged every step of the way by my Team, Line Manager and the Council. I do not think I would have been able to become a qualified worker without this opportunity. The Team also has two other Occupational Therapy Trainee's that are getting the opportunity to begin this journey and to gain their qualification by being able to grow our own.



Supporting people to maintain their independence

Our approach is one that is preventative, person-led, strengths and community asset-based.



Virtual House

Our interactive tour showcases various tools and equipment that can help you or a family member with daily activities at home. Visit our [virtual house](#)

If you prefer to ask questions you can visit the Independent Living Centre to see and try the equipment before buying. Our team can assist you there. For further information about the Independent Living Centre, please visit livewell.telford.gov.uk/ilc

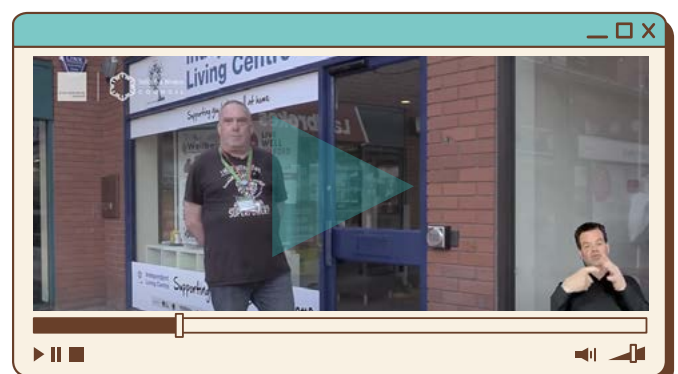
Every Wednesday – Sensory and Assistive Technology drop in

You can either drop in and see us at the Independent Living Centre, or you can book an appointment to ensure you have your conversation with the most appropriate person and that your communication needs are met during your visit. When you make contact, let us know if you need an interpreter.

Our aim is to raise awareness of the simple technology that is available from the high street to assist people to remain independent at home. We have volunteers who have used this equipment themselves to help and advise you on where you can purchase equipment.

Watch a video about this service with subtitles and BSL (British sign language): <https://youtu.be/pPVYYSTWq0>

For further information about the Independent Living Centre, please visit livewell.telford.gov.uk/ilc



Investment in digital Ethel devices continues to support residents to maintain their independence in their own homes

What is Ethel?

Ethel is a large screen tablet that sits in your home, designed to keep you connected to family, friends and carers through video calls. As a smart care hub, it's a simple way to make your day to day life easier.

What can Ethel do?

The system can:

- prompt you to take your medication;
- remind you of appointments;
- update you on activities and events;
- ask you to check in on how you are feeling with a wellness survey so carers can help you in the best way possible;
- call and message family, friends and carers instantly;
- as well as much more.

Watch Rio and Peyton talk about using the Ethel device – [Ethel Case Study – Rio and Peyton](#)

Watch Sarah and Debbie talk about the Ethel device – <https://youtu.be/Van0zbkHkg0>

Unlocking the power of Proactive and Preventative Care Services – Association of Directors of Adult Social Services (ADASS) Report

Association of Directors of Adult Social Services (ADASS) has released a new blueprint guide aimed at improving how we deliver and expand Technology Enabled Care services, helping people live the lives they choose while preventing, reducing, or delaying the need for formal care and support.

We're proud to share that pages 48 and 49 feature one of our very own Ethel users, showcasing the real impact of this approach.

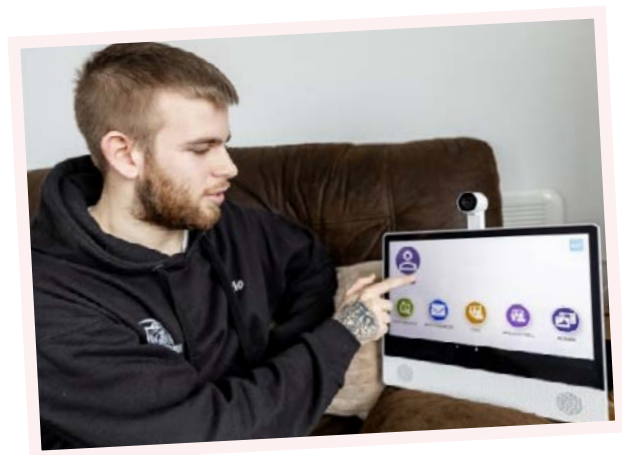
[View the report](#) - TSA - ADASS/TSA Commission
- Proactive & Preventative Services - Blueprint

Who can have an Ethel?

If you have long term care and support needs, you can have an assessment by a social care professional. [View more information on getting an assessment](#), or come to the [Independent Living Centre](#) on a Wednesday where our helpful team will be more than happy to assess what Assistive Technology could help you to stay independent in your own home.

If you are eligible for a package of support within the Care Act, your social care professional will talk to you about how that support can be provided. Ethel may be an appropriate part of that package of support.

Visit www.telford.gov.uk/ethel to find out more information.



Sign up to the Adult Social Care newsletter, register your email address at www.telford.gov.uk/newsletters



Healthylifestyles service

Telford's friendly Healthy Lifestyle Advisors are here to support you make the change in your life that you always wanted to make. For free and confidentially.

Healthy Lifestyle Advisors can help you live a healthier life, do more of the things you want to do, and generally improve how you feel.

With personalised one to one support from our Healthy Lifestyles Advisors, you can achieve those goals. Our advisors have helped thousands of people to live healthier using their expertise and knowledge of local support.

Telephone: 01952 382582

Email: healthylifestyles@telford.gov.uk

Website: www.telford.gov.uk/healthylifestyles

Twitter: @HealthyTF

Facebook: @HealthyTelford

Blog: Healthy Telford blog

Healthy Lifestyles at the Independent Living Centre: Abi's story

Abi self-referred to the Healthy Lifestyle Service after visiting the Independent Living Centre. She had gained weight since lockdown due to unhealthy food choices and was finding food preparation more difficult due to her arthritis, cooking from scratch was difficult. She felt isolated and found walking difficult due to the pain from her arthritis.

After just 6 sessions, Abi managed to make significant changes to her diet and was managing to cook healthy meals with the use of an air fryer. She was managing daily exercise which included walking and seated exercise at the Fit4All sessions. She achieved 16.5 pounds weight loss.

'Thank you. Having somebody supporting me made all the difference and now I have completely changed my eating habits and am losing weight on a regular basis. My thanks go to Rachael as I know I wouldn't have done it without'



FIT4ALL

Moving On Exercise Programme

Moving On is suitable for over 50's offering gentle exercise classes. Creatively mixing a seated and standing approach, we offer exercise that will help you towards achieving improved levels of well-being and fitness.

You could join a session if you are:

- aged 50 or over;
- are a Telford & Wrekin resident;
- looking for gentle exercise.

For more information and to register your interest in attending, visit:

<https://fit4all.org.uk/services/moving-on-exercise-classes/>

Community Preventing Falls through Exercise Programme: Mary's story

We have allocated public health funding to support the delivery of weekly 'Moving on' sessions in the community.

Mary joined the Falls Prevention class following an unsuccessful knee operation.

Mary's walking has now improved, and she regularly attends the local Moving On session. She can now walk 2-3 miles at once; she volunteers and leads local walks close to where she lives.

'I feel good about the classes, they keep me going and allow me to do the things I do'



my options

My Options is part of Telford & Wrekin Council and provides a wide range of person-centred support to vulnerable people of all ages and abilities.

We currently provide a wide range of services including Young People's Services, Community Activity and Wellbeing services and Supported Living, Supported Accommodation services for those people living in their own or shared accommodation.

Our services also include a very successful Shared Lives Scheme and Supported Lodgings, and our Stepping Into Work programme where vulnerable adults can develop their skills and confidence as part of their stepping stone to work.

My Options Stepping into Work

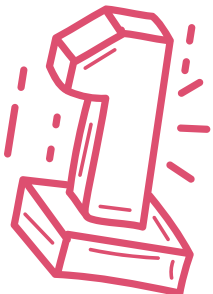
Trevor has been supported by Stepping into Work team, his caseworker Jackie and the Telford and Wrekin Council Voluntary Service (CVS).

We have seen Trevor's confidence grow during this time and he has engaged in successful work experience at the Warm Café at Telford and Wrekin Council for Voluntary Services (CVS). Trevor has also had opportunity to talk at a presentation for Telford and Wrekin Council for Voluntary Services (CVS) about his work at the café and how it has increased his confidence.

Trevor has recently applied for and gained a paid cleaning position and states he is "over the moon" about starting paid work. We wish Trevor all the best in his position.

Wonderful news for our apprentices from My Options

Congratulations to our Telford & Wrekin Council apprentices who were crowned winners at the County Training 2024 Awards especially, our very own apprentices from My Options including Lauren Kyle, Catherine Morland and Georgia Martin – County Training Rising Star Award.





shared lives

Could you be a Shared Lives carer or Supported Lodgings carer?

If you've got space not only in your home, but in your heart as well you could be a shared lives carer.

Shared Lives and Supported Lodgings offers a unique opportunity for carers to open their homes and hearts to anyone who may be a care leaver, has learning disabilities, mental health needs, or other support requirements. By providing a stable and nurturing environment, carers play a crucial role in fostering independence and enhancing the quality of life for those in their care.

Becoming a shared lives carer with Telford & Wrekin Council comes with a range of benefits. Carers receive comprehensive training and ongoing support to ensure they feel confident and equipped to provide the best possible care.

Financial compensation is provided to reflect the invaluable service carers offer, alongside opportunities for personal and professional growth.

Additionally, carers become part of a supportive network, where shared experiences and advice contribute to a sense of community and mutual support.

Watch Jeannie talk about being a shared lives carer: [Shared Lives Carer - Jeannie](#)

For more information on how to become a Shared Lives or Supported Lodgings carer with Telford & Wrekin Council, please visit www.myoptionstelford.co.uk/recruitment or call the team on 01952 381317.





We're recruiting PAs

What does PA stand for?

Pretty Amazing! A Personal Assistant (PA) role is varied, tasks can range from supporting someone to take part in their hobby or going to the cinema, to making a meal, or providing personal care. It will depend on the individual you are helping.

You don't always need experience or qualifications to do the role, it's more important to connect with the person you are supporting.

FIND OUT MORE AT

<https://livewell.telford.gov.uk/PA>

What do you think about our Local Account?



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



 Find us on facebook www.facebook.com/telfordwrekin

www.telford.gov.uk/asc



thank you

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



Sign up to the Adult Social Care newsletter, register your email address at www.telford.gov.uk/newsletters