

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



## Easy Read

**ADULT SOCIAL CARE**  
LOCAL ACCOUNT 2012 - 2013

a co-operative  
council



Telford & Wrekin  
COUNCIL



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# Introduction



## Welcome to the 2012 - 2013 Local Account.

Adult Care and Support services for vulnerable people in Telford & Wrekin are getting better. We still have a lot to do to give people more choice and control over their lives and make sure they can live as independently as possible.



With big cuts to money from the Government, welfare benefits and to NHS services, it has been very difficult. There is a lot to do to be able to cope with so many people getting older.



In the Care and Support Bill, the Government has also said that some people will not have to pay for all of their own support. This will start when the Care and Support Act starts in 2015. It will be even more difficult for us to decide how to spend money on services.



The future will be both challenging and exciting as we develop closer working relationships with GP run Telford and Wrekin Clinical Commissioning Group.



We also have to put in place the changes introduced by the Health and Social Care Act in 2012. This includes the development of our Health and Wellbeing Board and working closely with our partners to make life better for people.



We have to keep working hard to make sure care and support is good for everyone. We also have to get ready for the big changes that will need to happen when the Care and Support Act starts in 2015.



**This local account is a way for us to let you know what we are doing to improve people's lives in Telford and Wrekin. If you have any comments you will find details of how to contact us on [page 43](#).**



**Cllr Arnold England**  
Cabinet Member



**Paul Taylor**  
Interim Director Health,  
Wellbeing and Care

# Our Telford and Wrekin



In **2010**, there were **170,300** people living in Telford and Wrekin. The age of those people were:

<b>18-64</b>	106,600
<b>65-84</b>	21,900
<b>85+</b>	2,800



We think that:

By 2026 there will be 33,900 people aged 65 and over living in Telford & Wrekin.

Around 31,000 people report having a long term, limiting illness.



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



Around 18,000 people care for a partner, family member or other person without being paid



Around 8,300 people (aged 18-64) have a moderate physical disability. There are another 2,500 people with a severe physical disability

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



Around 2,800 people aged 18 – 64 are thought to have a learning disability



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



# What we do



Adult Social Care works closely with partners to help people over the age of 18 stay as independent as possible when they need some care and support. We also support the family, friends or neighbours who help care for these people.

We support lots of different people. These include adults with:



- physical disabilities
- sight or hearing problems
- learning disabilities
- mental illnesses
- people on the autistic spectrum



As well as:

- older people - including those with dementia
- people needing drug or alcohol recovery services.



We also support young people to move from children's to adult services. We call this Transition.





The support we give can be in lots of different ways. This includes:

- giving people the money to find their own care and support to meet their needs
- arranging and managing a package of care on people's behalf.



We also support the development of the right kind of housing to help people stay independent, healthy and well. We support the community to help people so they do not need to use care services or ongoing care and support.



For people who do have care and support needs we have plenty of choice of good quality services in their local community. We also have to make sure we keep people safe from the risk of abuse.



For more information, visit  
[www.telford.gov.uk/healthandsocialcare](http://www.telford.gov.uk/healthandsocialcare)

or for a full directory of our services visit  
<http://telford.mylifeportal.co.uk>



Lots of people received lots of different services from us in 2012 - 2013. These services were:

- A first point of contact Access Service for information, advice and referrals
- Community Care Assessments and Reviews
- Safeguarding Adults Investigations
- Preventative services - when we try to reduce the need for more care and support
- Equipment or changes to homes to help people live independently
- Short-term enablement – help to make and keep people independent
- Day Services and Short Breaks
- Care at Home, including ExtraCare Housing
- Care in Residential or Nursing Homes
- Drug and alcohol recovery services
- Carer's assessments and services
- Housing related care and support (Supporting People)



# The money we will spend in 2012/13

**£2.9million** Direct Payments

**Residential & Nursing**

**£23.9million**

**£16million** Community Care  
e.g Home & Day Care

**£5.3million** Social Work, Prevention & Support

**£1.3million** Transport

**£2.8million** Supporting People

**£0.6million** Equipment

**£1.4million** Respite

**£5.6million** Support Services

**£2.1million** Commissioning, Business Support and Management

**£6.7million** Other services including grants to voluntary organisations

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**TOTAL = £68.6 million**

# Our performance



There are lots of ways to look at how we are helping people and communities. Here are some examples of how we did in 2012-2013:

## **Making life better for people with care and support needs**



- One of our goals is to make sure that people can manage their own support as much as they wish (we call this 'self-directed support'). A lot more people are now able to have control of their support. This is a lot better than last year.



- Next year we hope to have more people having a direct payment to manage their support.
- People who use Social Care Services say that life is better than last year. This is good news. We think that we could still do more to match the national numbers. We will continue to do work to understand this.



- The number of people with a learning disability that we know are in paid employment and are living in their own home (or with their family) is lower than the national rates.





## Delaying and reducing the need for care and support



- We are happy that there are more people who are being helped to stay in their own home. There are less people having to go into residential and nursing care homes. We have worked hard to make this happen.
- We have also worked hard to make sure less people have long stays in hospital because of care and support issues.
- One of our main goals is to support carers. We have not given information, advice and services to as many people, but we still support a lot of carers.



## Making sure that people have a positive experience of care and support



- Less people have said that they are happy with the care and support services they received. We need to do more work to understand why this has happened.



- Some early information from surveys tells us that carers are happier with social services in Telford and Wrekin than other areas in the UK. Most of our carers feel that they have been included in talks about the person they care for.



- Less people say that they find it easy to find information about our services. We think that this is because of the changes we have been making to how we organise ourselves. We are now putting together a collection of online information called MyLife.



### **Keeping vulnerable adults safe**

- We are pleased to see that more people who use care and support services say they feel safe.
- Our goal for the next year is for more people who receive social care services to be reviewed. We did not do as many reviews as we hoped in the past year.
- We have a new way of checking on cases where we have helped to reduce or remove risk to vulnerable adults. For more information on our performance please see:



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



# Our main goals

Our main goals for this year are:



## 1 Making life better for people with care and support needs

- People manage their own support as much as they wish. They are in control of what, how and when they have support to meet their needs.
- Carers can do their caring roles and do other things that make them happy.
- People are able to:
  - find employment when they want
  - have a family and social life
  - be involved in community life
  - not feel lonely

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

- People can have the best health and wellbeing throughout their life. They can have support and information to help them manage their care needs.





- Helping people earlier so they need less care and support.
- When people need care and support, they get it in a place that helps them to become independent again.

### 3 Making sure that people have a positive experience of care and support



- People who use social care and their carers are happy with their care and support services.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what:
  - choices are available to them locally
  - what they are entitled to
  - who to contact when they need help
- Workers respect the dignity of the individual and make sure support is about the needs of each individual.



## 4 Keeping vulnerable adults safe

- People enjoy physical safety and feel secure.
- People are free from physical and emotional abuse, harassment, neglect and self-harm.
- People are protected as far as possible from avoidable harm, disease and injuries.
- People are supported to plan ahead and have the freedom to manage risks the way that they wish.



## 5 Delivering transformation and managing resources

# Main Goal 1 - Making life better for people with care and support needs



## What we have done

- We have worked to develop local care and support services. This helps people have more choice of services for their individual needs.
- We have worked with the Hospital and Community-based Health teams to make things better for people when they leave hospital. We are now one of the best local authorities in the area supporting people to leave hospital safely, when the time is right.
- Supporting people with Dementia is a one of our main goals. We created some services to help with this. They are:
  - The 'Who I am' Passport.
  - Community Speech and Language Therapy Service for Dementia.
  - Community support projects and cafes, like the Age UK Diamond Drop-Ins at Frizes Leasowe.
  - DARE Project Delivery of 'Creativity in Dementia Care'. This has helped to make sure more people know







about dementia and for people with dementia to live well in the community.

- Dementia Services Directory.

- Adults with learning disabilities and their families have worked with us on a project to live more healthy lives. The project went very well and we had some good results.



- More people with learning disabilities are now living more independently in Telford and Wrekin as tenants.
- After doing a survey of carers' needs, we have written a Carers Strategy and action plan to help us get services right.



- We still have 'carers champions' within teams. This helps to make sure that the needs of carers are always thought about.



- We have bigger and better rehabilitation services to help more people become independent. We are now using more technology to help people stay independent and in their own homes. To find out more about staying independent visit:

<http://telford.mylifeportal.co.uk> or see **page 43** for how to contact us.



- We have a draft autism strategy and action plan. This will make it easier for people get services before there is a problem. It also means that staff will have better access to training.

## What we still need to do



- In 2013, we will be looking at what we can do to help people who cannot get services from us. This includes
  - community meals services
  - low level preventative services – this is a service that works with people on an issue before it becomes a problem
  - people with autism.



- New Extracare Housing is being built by Sanctuary Housing in Lawley and Ketley:
  - In Lawley there are 60 apartments which should be completed sometime in 2013.
  - In Ketley, there will be 86 apartments later in 2014. 12 of these apartments will be for people with learning disabilities.



- We will be looking at the services we provide ourselves. We call these 'in house' services.





We will be thinking about the best way to give the right kind of care to adults with learning disabilities and other people.



- We have done an early consultation and have some ideas for a new way of providing services. There will be a big consultation from September 2013.

**Consultation** – this is where we speak to you and lots of other people about our ideas for change. Nothing will change until we know what people think of our ideas.



- We will keep working to make local care and support services even better.



- Services will be joined together to help with a Prevention Strategy. Some of these services will be:
  - Clinical Commissioning Group
  - Voluntary and private sector organisations
  - Healthwatch
  - Commissioning – how services are bought and paid for



**Strategy** – this is a plan that helps to make changes to something to make it better.



- We are looking at how we help people needing a lot of health and social care and palliative care. We will think more about how personal health budgets can help with these needs.



**Palliative care** – this is a service that helps stop people from being affected by an illness that will not go away. It could help people to have less pain and try to live their life in the best possible way.



- We will look at the Transition and Leaving Care Services. We want to have better results for young people who:
  - Leave care
  - Are in transition to adult services
  - We will change the Drugs and Alcohol Recovery Services for the better. We want to help more people get work, education and a place to live.



- We will be looking at the Mental Health and Wellbeing Commissioning Strategy. We want to make sure we are doing what we need to provide services in the best possible way.



- We will be putting actions in place to have more people getting a Direct Payment.

## Main Goal 2 - Delaying and reducing the need for care and support

### What we have done



- We are using more technology to help people stay independent and in their own homes.
- We have put more into services that help make sure people are not waiting in a hospital bed when they are ready to go home.
- We have continued to build our Reablement service; this is a team with lots of different Social Care and Health Staff.
- We have a new service called Healthwatch. It gives information and advice about health and social care across adult care and support and health services. POhWER are now giving Advocacy Support for Health Complaints.
- There are 9 more beds for people who need a little help and support to get ready to go home after being in hospital.



- We used one-off funding to support people over the winter period. This was to make sure that people could stay in their own homes, not go to hospital.

**One-off funding** – money that has been given for use once. It will not happen again.

- We have worked with our partners across health to update local mental health services.

## What we still need to do



- We are working to change housing support services for the better. We are talking to service providers and the people who use their services.
- We will be looking at how we can work more closely with Telford and Wrekin Clinical Commissioning Group to make services better.
- We will work with health to see how technology can help people stay independent and in their own homes.
- We will produce an Information and Advice Charter and Local Information and Advice Strategy.





**Charter** – this is a paper that has some rules and ideas to help people provide a service in the same good way.



- We will keep working to make community mental health services better. We want more people to have support in their own home and not be in hospital for so long.

We will work closely with the CCG (Clinical Commissioning Group) and the SSSFT (South Staffordshire and Shropshire NHS Healthcare Foundation Trust).



## Main Goal 3 - Making sure people have a positive experience of care

### What we have done



- There are some new projects to support people with dementia to make sure they have a good experience of care. These projects include:
  - Training our staff to have a better understanding of dementia.
  - Working with Shrewsbury and Telford Hospitals Trust to have a Dementia Pathway which supports person-centred care.
  - We have worked with the Alzheimer's Society to create an information book about dementia.
- There is a new website for all Adult Care and Support. You can find all sorts of information and advice about your care, support and money. Find out more at:  
<http://telford.mylifeportal.co.uk>
  - The Directory of Services is also now on the website:  
<http://telford.mylifeportal.co.uk>  
You can get it in a paper or electronic version.





- There are some new easy-read fact sheets to make our information clear and understandable to everyone. Find them and our directory of services at <http://telford.mylifeportal.co.uk> or see [page 43](#) for how to contact us.



- Through the carers partnership board and carers forum we are making sure that carers are involved in the services we run.



- We have made the care assessment process better. It is all about making sure it gives people choice and control around their needs and what they want to be able to do.

- We are making reviews better. People who have community care services are being helped to think about their services on a regular basis.



- We have a new service that helps people to look at and buy different services from different service providers. We call it a brokerage service.



- We have made our information and advice services better. We have done this through paper and electronic information.



These include the new:

- Healthwatch service
- Independent Complaints and Advocacy Service, which is for health



- We did the advocacy service review. There are new rules and standards to make sure advocacy services are all of the same good quality. The Council is now responsible for buying Independent Mental Health Advocacy services. We have looked at what this means and what we need to do.
- We always talk to the independent and voluntary sector to find out their thoughts and ideas to help us make our services better.



## **What we still need to do**

- We will keep listening to what people say to make sure our services keep getting better.
- Our new computer system still has some problems with making and asking for payments. We are thankful that everyone has been understanding and patient. We will keep working to make the system better.





- We are making sure the way we sort out personal budgets for care services is fair and equal. This is for people who can have care and support services. We call it a Resource Allocation System (known as a RAS). It is about putting money and services in the right place at the right time.



- We are making it more simple for our customers by making sure we have the right information in the right place. We are trying to make sure we do not have the same information in lots of different places.



- We are looking at how we can sort personal budgets in a better way. We are also hoping that more people can have direct payments as a first choice.



- We are looking at how what transport is needed for our service users. We will have a strategy that includes transport review.



- We are looking at the training needs of our staff. We are working on having a new e-learning system with on line training courses.



- We are working on new ways of working using IT applications and mobile working.



- We will make sure we have a good Independent Mental Health Advocacy (IMHA) service. We will do this by asking organisations to tender for the service.



**Tender** – this is when companies or organisations have to bid to provide a service. The company that offers the best service for the best price will win.



We also want more people to be supported by an IMHA in the community.



# Main Goal 4 - Keeping vulnerable adults safe

## What we have done



- We have kept a lot of vulnerable adults safe from harm because of our adult protection process.
- We have started using the same Adult Safeguarding policy and procedure as 11 other local authority areas in the West Midlands. This is so that we all work in a similar way and collect the same information.
- We have a new Person at Risk practice guidance to support using the new Safeguarding Policy and Procedures. It helps to think about the information that needs to be collected to make decisions and plans to keep people safe.
- By being involved in Multi-Agency Public Protection Arrangements (MAPPA) people are kept safe from harm by dangerous offenders – these are people who have committed very serious crimes.



- The risk of harm from domestic violence is less because we take part in Multi-Agency Risk Assessment Conference (MARAC) partnerships.



- We are leading the work on promoting Dignity in Care across the area.
- We make sure people know about abuse and what it is. For example, the World Action on Elder Abuse Day.
- We make sure safety, well-being and dignity are important in the services we buy from the independent and private sector.



- We have looked at how we want advocacy to be provided generally with a few of our different providers.
- Most of the people we have assessed agreed they were treated with dignity and respect during the assessment process.



### **What we still need to do**

- Keep making sure that all service providers follow safe working practices and meet agreed quality and safety standards to keep people safe.





- Find ways of involving people in helping us to make our safeguarding service work even better.

- Look at Advocacy Services to provide better support for vulnerable adults within the adult protection system.



- Improve the way we collect information about people's experiences.

- We will think about the 'Winterbourne' report and how it can help us to keep people with learning disabilities safe in our area.



- Some people who use our services say that they do not feel safe. We will keep working with our partners, like the Police and Fire Service, to help make people feel safe and secure.

# Main Goal 5 - Delivering Transformation and Managing Resources

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## What we have done

- We have changed the way our Mental Health Services work. There are two teams known as East and West. This helped to save money but also made the team work better.



- The money we give the voluntary sector stayed the same. We have changed the way we buy services to make sure we are making the best of the money we have.



- We keep changing the way some of our services work to help us save money because of the government funding cuts.

- We finished the Rehabilitation and Reablement Strategy for Telford and Wrekin. We have started to put it in place as part of our new ways of working and delivering services.



- We have made our Access team one point of contact, one team, one telephone number for all people.



- We created the My life Portal. This is a way for staff and the public to see all the choices that are available to them to help meet care and support needs.



- We started a project to look at how Domiciliary Care services are bought. This will help have a guide for the Council and people using Direct Payments.

## **What we still need to do**



- We will have new ways of working and IT systems to meet the personalisation and transformation agenda. This will include a system that will give people statements about what their personal budget has been spent on.



- We will be looking at how the Council will buy services to make best use of council money.



- We will work with Shropshire Partners in Care (SPiC) to look at how we buy services to help save money across the whole council. This includes:
  - contract fees
  - domiciliary care
  - residential & nursing home care
  - Supporting People (housing)



We are happy with how we are doing so far but plan to do a lot more.

- We will be working with the voluntary sector to improve the way we choose service providers.
- We are looking at the services we provide. The new agreed services will start to be brought in from April 2014.
- We will write a paper to tell people how we are doing with the Adult Learning Disability Strategy. The strategy is called 'Getting a better life for adults with learning disabilities in Telford and Wrekin'.
- We will be helping to make sure adult social care gets better by having service users and carers at the centre. We will make sure keeping people safe is a main goal. We are also looking at the best way to use the money we have.
- We have received and taken part in a Peer Challenge of our adult social care activity.







**Peer Challenge** – this is a way of looking at what:

- we have done
- we need to do
- we can do next to make things better

- We will sign up to the Making it Real programme. This will help move towards personalised, community based support.



This programme is led by Think Local Act Personal as part of changes to Adult Care & Support. It tells us what people who use services and carers want to see and feel for support services to really be personalised.



To find out more, please visit  
[www.thinklocalactpersonal.org.uk/  
Browse/mir/](http://www.thinklocalactpersonal.org.uk/Browse/mir/)

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



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



The Act supports health and social care services to work together better. It also asks local authorities to have a Health and Wellbeing Board by 2012/2013. This is to:



- Watch over the Health and Wellbeing priorities and strategy
- Have new ways of choosing and buying health and social services
- Create a local Healthwatch organisation. It will support local people to represent their views and will move most of the public health responsibilities from the NHS to the local authority.



On the 1 April 2013 Telford & Wrekin Council took responsibility for Public Health and our Health and Wellbeing Board (HWB) became a part of the local authority. Over time this should help support our plans to help people before they need a lot of care and support.



Parkwood Healthcare were given the contract to set up Healthwatch Telford and Wrekin. It was set up to find out the thoughts of patients, service users, carers and the public about local health and social care services.



Healthwatch will help to look at the way services are bought for health and social care needs across Telford and Wrekin. It will help to make sure that the people in the community:

- are being listened to
- have a say in how changes are made
- can work closely with health and social care services



You can contact Healthwatch by telephone: **01952 739540**  
email:

**[info@healthwatchtelfordandwrekin.org.uk](mailto:info@healthwatchtelfordandwrekin.org.uk)**



From April 2013 the Council started having to buy Independent Mental Health Advocate (IMHA) services. The Care and Support Commissioning team are working with partners in Shropshire Council to make sure a good quality service is provided for people with mental health issues.



The Council has also had to take responsibility for deprivation of liberty safeguarding. This is for protecting the rights of people in a hospital setting, who are not able to make their own decision, but appear to want to leave the hospital setting.

## Our Health and Wellbeing Main Goals for 2013/14 are:



1

Reduce excess weight in adults and children

2

Reduce teenage pregnancy

3

Improve emotional wellbeing

4

Support people with autism





5

Reduce the number of people who smoke

6

Reduce the misuse of alcohol and drugs



7

Improve carers' health and wellbeing (all ages)

8

Help people live longer and make health more equal



9

Support people to live independently

10

Support people with dementia



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

# Care and Support



In last year's account we told you about our Council's response to the Care and Support White Paper and the first draft of the Care and Support Bill. We are starting to plan for changes that will be put in place from the Care and Support Bill, from 2015 onwards.



To find out more about the Bill and what it means for us, you can talk to us or read the full version of this Local Account. Please see our Contact Information on [page 43](#)

## To contact us about Adult Social Care



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



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



Telephone **01952 381280**



Or write to **Adult and Social Care Access Team, Telford & Wrekin Council, Darby House, Lawn Central, Telford TF3 4JA**

## To contact us about our Local Account



Email us at **[localaccount@telford.gov.uk](mailto:localaccount@telford.gov.uk)**



Telephone **01952 381118**



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

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