

WORKING TOGETHER



to enable people to Live Well and Independently in Telford and Wrekin

ADULT SOCIAL CARE

LOCAL ACCOUNT ANNUAL REVIEW 2019/20

A look back
at what
DIFFERENCE
we've made
together



Protect
Care and Invest
to create a
better borough



Telford & Wrekin
COUNCIL

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Welcome

TO OUR LOCAL ACCOUNT, LOOKING BACK AT 2019/20

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

You will hear from 'Experts by Experience', the people who use our services, to give you a true reflection of what we do.

Our Vision:

Working together with key partners and communities to enable people to Live Well and Independently in Telford and Wrekin.

Our five aims:

- 1 Information and advice will be provided early to enable people to help themselves**
- 2 People will live independently in their own homes for longer**
- 3 People with care and support needs will be supported to live a life free from abuse**
- 4 Partners, people and communities will work together**
- 5 A quality sustainable care market will be in place**

We strive to:

- **Keep people well and independent in their own homes and communities for longer**
- **Use digital and assistive technology to support people at home**
- **Be aspirational with the support we deliver**
- **Continue to improve the quality of service**

We hope you enjoy reading the Local Account – if you would like to get in touch to talk to us about how we can improve the Local Account for Adult Social Care please email PPQteam@telford.gov.uk



Sarah Dillon

Director for Adult Social Care



Cllr Andy Burford

Cabinet Member for Health and Social Care

An update from TELFORD AND WREKIN MAKING IT REAL BOARD

Members look back on 2019/2020

Our Making It Real Board is made up of people who use adult social care services for themselves or for family members, all of whom are interested in the development of Adult Social Care (ASC) in Telford and Wrekin.

The Board members work with Council leaders, the Director of Adult Social Care, a variety of professionals including Social Work practitioners and representatives from the voluntary sector. We also work with Health colleagues on joint projects. Collaboratively we make recommendations on how different services can improve and develop, with the aim of ensuring co-productive progression towards a more personal approach to support within the community.

As Board Members we:

- **Provide feedback to decision makers and holding the service accountable to the Adult Social Care Charter.**
- **Bring and share powerful stories and experiences**
- **Network with other people who have an interest in Adult Social Care**
- **Assist in the development of policies and local services**
- **Review public documents before they are published**

Why I joined MiR



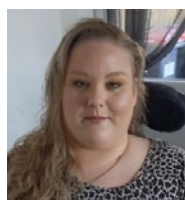
Fee Stevenson

I was invited to join Making It Real Board after I had issues with my care and support. I switched to a Direct Payment and employing Personal Assistants. Being part of Making It Real Board has enabled

me to raise solutions to issues.

I campaign for change, not just for me, but for others who have the same or similar issues. I raise issues on behalf of myself and others, who may be experiencing similar problems and by finding a resolution to the issues, they are then resolved for all.

Being part of the Making It Real Board gives members chance to make it easier for others to navigate and discover what they need and who to contact for the issues they have.



Sarah Roberts

My Social Worker told me about the Making It Real Board during a review of my care and support.

My Social Worker told me it would be a great opportunity to join the board to help shape the future of social care and that the Board wanted to work with people with lived experience to ensure that they are heard and valued.

I have been able to learn from being part of the board about how Adults Social Care works and the processes that are in place. I feel like I am actually being listened to, my opinions and thoughts

are taken on board and I am able to share my experiences, which also shows that each situation is unique to each individual.

I feel empowered and I now know what is going on with my care and support, I am engaged in any changes and decisions. The decisions I make, no one tries to tell me I am wrong and should be doing things a specific way. I feel like I am in charge and in control of my care.

Our Adult Social Care Charter

- We will always promote independence
- We will listen with empathy and understanding
- You will know who to contact and we will always get back to you
- Our conversations will be honest and personal to you we won't just tick boxes
- We will respect your decisions and be honest and open



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What MiR have been doing?

We've gone digital! As a result of COVID-19 Pandemic and no longer being able to meet at our usual meeting place, we now meet virtually once a month for a couple of hours and will continue to do so until it is safe to meet up together again in person.

Adult Social Care Charter update

We created the Adult Social Care Charter that sets out the principles that all Adult Social Care staff apply when supporting people.

We have developed short videos to describe what the Adult Social Care Charter means to us, to understand each line and why we included it and also to show the impact it can have on us as people who access Adult Social Care services.

<https://youtu.be/qbTQG0hx46Y>

'My Support, My Own Way' telephone survey

In 2019 the board did a telephone survey speaking to people who were discharged from hospital within the previous six months, looking at what happened and whether or not the patients expectations were met.

What is important to people:

- Being kept informed and having family members involved in the discharge process.
- Speaking to the right person at the right time.
- Early discharge planning.
- Patients should expect to only tell their story once and for this information to be shared with all relevant professionals.
- Having a person centred approach with people particularly those with dementia and other long term conditions.

Focus on Direct Payments

In 2020, we chose to focus on Direct Payments as a key priority. We have worked with the Adult Social Care to create short films, these are to raise the awareness of Direct Payments and how they can benefit individuals by sharing our own experiences of using them.

Katie - <https://youtu.be/7bpr5ZUxud8>

Fee - <https://youtu.be/bSCwkVyRiWQ>

Are you an adult (aged 18 or over) who currently has involvement/lived experience with adult social care services?

Want to get involved with the Making It Real Board in Telford?

We are looking for volunteers to join us, giving local people a really important opportunity to have their say about shaping adult social care services and influencing the way these services are developed and communicated.

Visit www.telford.gov.uk/mir to find out more information or get in touch by email makingitrealboard@telford.gov.uk

For more information on the Making it Real Board and if you would like to become a member please get in touch and contact makingitrealboard@telford.gov.uk

What we do and what you said

Working with Partners, Adult Social Care supports:

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

Our work is supported and governed by law, including the Care Act, Mental Capacity Act, Mental Health Act, Children and Families Act – Special Educational Needs.

We use the Care Act to support people by having Strength Based conversations which highlight the strengths a person and/or their carers have and how these can provide the foundation for helping them to achieve their aspirations, where possible within their own community. This also includes supporting people out of hospital back to their own home, including people who have been detained under the Mental Health Act.

This year (2020), due to the Coronavirus Pandemic, we have made some changes to the delivery of Adult Social Care Services. To help us to do this the Government published the Care Act easements: guidance for local authorities, created under the Coronavirus Act 2020, ensuring continued best practice throughout the pandemic.

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

It is our responsibility and a critical role in Adult Social Care to safeguard people with care and support needs who have been, or may have been at risk of abuse. In Telford we have a well-established Adults Safeguarding Board that works hard across the community with all partners.

For more information visit:

www.telfordsafeguardingadultsboard.org

Full details of our services visit:

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

"You were amazing, I never dreamed that there was such wonderful support. Your team has changed my life and made me very happy. Thank you."

We have recognised the need for one named officer within the Council to liaise with individuals or family members to resolve issues.

"Very kind and compassionate social worker, you could really tell she cares about the people she is helping. Thank you for all you have done to help my mum"

"Everyone has been so helpful, caring and understanding, nothing was too much trouble for them. I am very grateful."



We have reviewed our Quality Assurance Framework which underpins all that we do to ensure we provide a high quality service for people with care and support needs in Telford and Wrekin.

Ensuring that everyone's welfare is safeguarded and promoted, this framework provides a range of mechanisms to support our delivery to manage complex risk, to monitor and review our practice and services for adults and carers with care and support needs.



We welcome all feedback about our services, both positive and areas for improvement, so we can learn and strive to deliver good quality experiences for all.



A day in the life of



Telford Integrated Community Assessment Team (TICAT)

Team Leader – Tara Canfer-Taylor

The TICAT team have the privilege of meeting and working with individuals to ensure that their hospital admissions result in safe discharges with the right level of care and support requirements in place.

No day is the same for me, each day brings its own challenges and rewards. This job is not a 9 to 5, Monday to Friday job and our first priority is to ensure that we plan the best care and support to all individuals that are admitted to hospital so that they can return to the community. We operate a 7 day service and on a typical day this is what my role as a Team Leader involves:

My day



8am – 9am

Another day, up and ready to undertake the school run, starting my day with a hot drink! But in all honesty I often forget to drink it, this is normal for me, I am now in work mode and ready to fire up my computer to begin the day.

I now check my emails and prioritise responses depending on urgency. The first priority is to authorise any admission avoidances from the night before, this can be anything between three and six admissions. Before I can allocate these

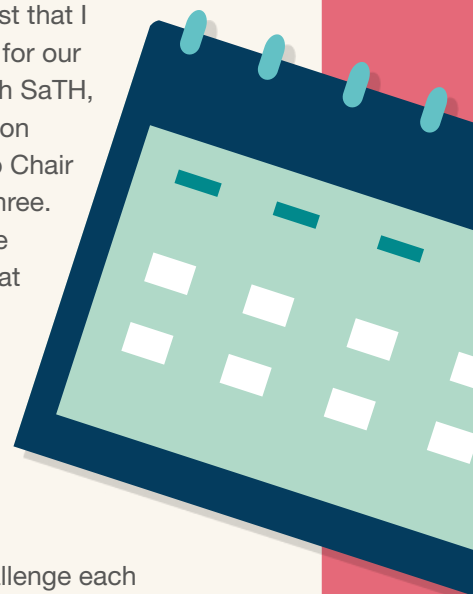
admissions I need to check the team's capacity in terms of caseloads already in place. On allocation the team member will make contact with the person within 24 hours.

I now have the work list, this is received daily from the Shrewsbury and Telford Hospitals (SATH). I review the list of names and highlight those in the Telford and Wrekin area, checking at the same time to establish if they are already known to us from a previous admission episode.

9 – 10.15am

I meet with the team so that I can speak to them together and check on their wellbeing too! We discuss the work list that I have received and prepare for our 9.30am conference call with SaTH, Therapists, Discharge Liaison Nurses, Shropcomm. I also Chair this meeting one in every three. We discuss all cases on the work list including those that are out of the area.

During this meeting we discuss each case individually to ensure that we know exactly where we are with regards to the discharge process and challenge each other to ensure that we are making the right decisions in line with the individual's wishes.



10.15 – 11.45am

I attempt again to grab a quick hot drink and water before I join the bed call meetings. These meetings are held with Providers, Therapists, Shropshire Council, SaTH, Shropcomm and Social Workers to ensure we discuss all individuals ready for discharge. This is new process we have implemented since the start of COVID-19. These meetings are planned daily throughout the week.

We work closely together with all concerned and ensure that our processes are in place, applying the right statutory legislation, using the Care Act 2014, checking good practice, what is working well and any issues.

11.45am – 12.30pm

Whilst eating my lunch, I check my emails and check in on the team. I use this time to respond to all messages and deal with any queries that the team have.

12.30 – 2pm

I attend another meeting with colleagues to discuss patients who have entered the work list since 9.30am today and have been admitted to hospital. During this time, now that we have notification of more admissions, I start to work through the work list and allocate cases to the team via our electronic care system. I log into our finance system and authorise all payments for services that are providing care and support needs to individuals, this includes domiciliary care providers, residential and nursing home placements and transport.

2 – 2.30pm

I join the conference call representing Telford and Wrekin Adult Social Care. This meeting is held to discuss individuals that have been escalated due to not being discharged and/or have complex needs.

I update on the enablement bed availability to try and find capacity so that individuals that are ready for discharge can move into an enablement bed whilst awaiting an assessment. We also have a service called the Bridging

Service and work with a domiciliary care provider so that we move individuals from hospital whilst we are determining their care and support needs.

2.30 – 3.30pm

During this time, I plan to speak to team members on a one to one basis, this is called their regular supervision so that they can discuss any concerns, issues and update me on their current workload. These sessions are important as it also gives me the opportunity to check on each member of team and their wellbeing. I also use this time, when I am not doing supervisions to meet with the whole team. This is just as important, to ensure that the team are all ok and it provides a good opportunity for the team to discuss any issues, ask for help and share their workloads.

3.30pm – 4.30pm

The Peer Review meetings are weekly meetings for the team, and we work through individuals that are requesting ongoing care, exploring various options including domiciliary care, home places and returning to the community. Each individual is discussed in detail and we challenge each other to ensure that we have maximised all support options to reach the best outcomes for the individuals we are supporting.

4.30pm – 6pm

I check in with the Assistant Team Leader to ensure that we are working together and review any outstanding work from the day. Once again I check our electronic care record and authorise any care plans. This also involves speaking to team members if I need further updates and information.

I finish my day by taking calls from the admission avoidance team to ensure there are no outstanding issues. I also use the end of the day to undertake any interviews if we are recruiting.

So this is a typical day for me as a team leader. I don't switch off at 6pm, even though I might have turned my computer off. I am now thinking about the next day and what needs to be done.

Telford and Wrekin

Our key facts and figures



Our Gross Budget for Adult Social Care 2019/20 was

£62.4 million

Telford and Wrekin highlights, in 2019/20 it is estimated*



**THERE ARE
179,900**

people living in Telford and Wrekin; 31,100 over 65 years.

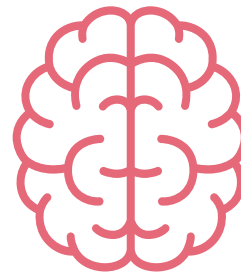


16,500

people over age 25 years provide **unpaid care to a partner, family member or other person**; 3,700 people over 65 years

2,600

adults between 18 and 64, and 600 people aged over 65 have **learning disabilities**



2,000

people aged over 65 years have **dementia**, by 2035 this will increase to 3,220 (60% increase)



10,900

people aged 18 to 64 years have a moderate or serious **physical disability**

1,400

people aged over 18 years have **autistic spectrum disorders**



20,000

people aged 18 to 64 years have a common **mental health disorder**

8,600

people aged over 65 years have a **long term health problem or disability** that limits their day to day activities

How did we do?

Adult Social Care - key performance figures for 19/20



14,500

individual contacts completed, of which 11,100 (77%) resulted in the provision of information, advice, advocacy and signposting. 23% resulted in further assessment.



660

Care Act Assessments were completed.



Following assessment

147

people, over 65 years of age were admitted to residential or nursing homes



We supported

368

people with learning disabilities to remain in settled accommodation

1,770

Occupational Therapy Assessments were completed

2,550

Enablement Assessments were completed



We supported

162

(65%) of people over 65 years to remain at home 91 days after discharge from hospital into reablement services



We supported seven people with learning disabilities into employment

1,772

Care Act Assessment Reviews were completed

PROMOTING Independence

Self serve

An online, all age self-help tool for residents, families, friends, carers and professionals.

“What’s available near me?”

Available through <https://livewell.telford.gov.uk> on any internet enabled device (smart phone/tablet/computer), in libraries or internet cafes, available 24/7, 365 days a year



Drop ins/Virtual Hubs

Live Well drop ins in your area or town centre

An informal chat with people who are informed about what’s available in Telford – local support groups, community groups, clubs, activities, exercise, equipment and assistive technology.

Available at Live Well Hubs, libraries, community centres, Autism Hub, ‘Independent Living centre’ and Healthy Lifestyles Hubs.

At a variety of dates and times throughout the week in your locality – see <https://livewell.telford.gov.uk> to find your nearest hub



The Wellbeing Independence Partnership is the first point of contact for enquiries relating to Adult Social Care in Telford and Wrekin. It is an information and advice service for adults with care and support needs who are not known to statutory services.

Tel: 01952 916030

Email: wip@tandwcvcs.org.uk

Contact us

Family Connect (Adults) and Adult Safeguarding

We support people who are already known to adult social care as well as providing advice, guidance and support to professionals and the public on an array of adult social care services.

Our Family Connect Community Support Advisors are also the first point of contact for all new referrals for people who require statutory care and support or safeguarding. Enquiries from people who are not already known to adult social care are supported by our colleagues in the Wellbeing Independence Partnership who can provide a holistic service and ensure that the customer receives the right help at the right time and from the right service.

Reasons why you would contact us directly:

- If you wish to make a referral for care and support and/or occupational therapy.
- If you already receive services from adult social care and your circumstances have changed.
- If you want to report concerns of abuse, neglect or harm or you are at risk – you need to report it.

Our friendly and knowledgeable advisors are available Monday to Friday 9am-5pm:

Tel: 01952 385385 (select option three when prompted)

Email: familyconnect@telford.gov.uk

Text (SMS): 07797 875385

Out of hours Emergency Duty Team: 01952 676500



Booked appointments

Live Well Hub Booked Appointments, in your area or town centre or virtually.

A booked appointment with a Social Worker, Occupational Therapist, Rehabilitation Officer for the Deaf and Hard of Hearing, Visual Impairment Officers.

Available at Live Well Hubs, Independent Living Centre, Healthy Lifestyle Clinics and virtually.

At a variety of dates and times throughout the week in your locality – see Live Well Telford website to find your nearest hub <https://livewell.telford.gov.uk>

Home visits

A conversation in your own home or place of residence with a Social Worker or Occupational Therapists if you are unable to get to a hub.





Live Well Telford provides information and signposting to a wide range of services, activities and organisations in and around Telford, to help everyone find the support they need to live healthy independent lives.

<http://livewell.telford.gov.uk>

Launched in April 2019, Live Well Telford is an all age online community directory, where you can find details of local businesses and organisations, services, groups, activities and clubs under the categories of:



Information and Advice

General Advice and information including Employment, Housing, Money, Advocacy, Charities and Managing Someone Else's Affairs.



Looking After Someone

If you're a Carer you can find social activities, help and support services local to where you live.



Living at home

Helping you stay Independent including services that provide living aids and pendant alarms, home and garden maintenance, personal care services in your home as well as pet care.



Community and Leisure

Services in the community such as activities, groups and cafes offering meals to help you stay independent.



Housing and Accommodation

Finding the right type of housing for you, whether it be a housing association property, sheltered housing scheme, residential or nursing home.



Personal Assistants (PA's)

Personal (Care) Assistants (PA's) can advertise their services for free, allowing people who are funding their own care or are in receipt of Direct Payments to be able to fund PA's local to them.



Training and Education

Information for Adults including General Training and Education, Apprenticeships, Careers Advice, IT, Computing and the Internet and lots more.

Local business, services, clubs and groups can advertise for free to enable the people of Telford to find their services easily. Live Well Telford will continue to develop and evolve through working with partners, residents and services.

Independent LIVING CENTRE

The Independent Living Centre is a venue for people to get good quality information and advice relating to maintaining independence and living well with long term conditions.

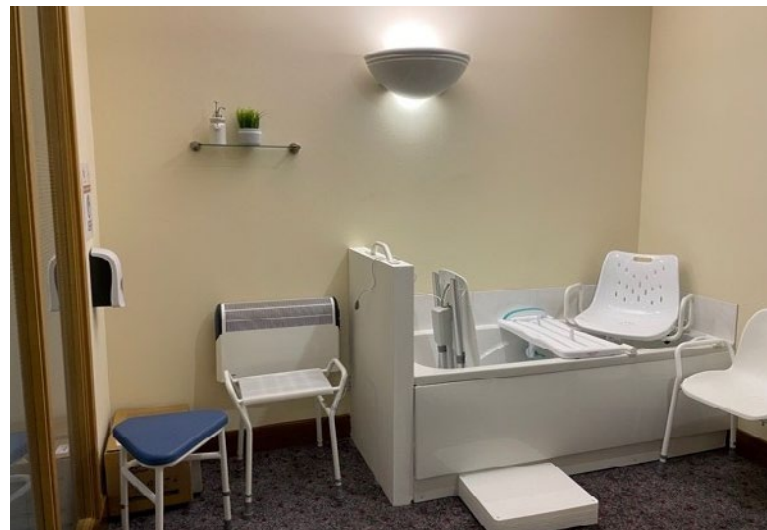
Following public consultation we identified that a central location is essential to ensure accessibility – we have successfully secured town centre premises.

The centre showcases equipment and services relating to Assistive Technology, Occupational Therapy and Sensory Impairment. Take a look and see a virtual tour of the Independent Living Centre:

<https://my.matterport.com/show/?m=qHk7tNdXbcB>

Our offer:

- Adult Social Care assessments; specialist information and guidance and technologies and equipment that can support an individual's independence and safety.
- Local people are able to come in for early information and advice and find solutions before needing statutory support.
- Signposting to community services and organisations, provide advocacy and peer support.
- Access to community assets and social networks and with the help of partners from Public Health and Voluntary Sector organisations offer low level prevention support, housing, benefits, information and advice.



Telford and Wrekin Integrated Place Partnership Programme

Collaborative partnership remains at the heart of the approach to transforming the health and social care system in Telford and Wrekin.

The dynamic Telford & Wrekin Integrated Place Partnership (TWIPP) programme works together to improve outcomes for local people by adopting a strengths based approach - focussing upon offering early help, targeted prevention and a joined up response at times of urgent need.

TWIPP outcomes:

- Communities will be connected and empowered
- People will stay healthy for longer
- Clinical outcomes for patients will be optimised
- Services will be available closer to home
- People will feel supported during times of crisis
- People and their carers will be supported at the end of their lives

New integrated services help people get the care they need and remain at home – Health and Social Care Rapid Response Team

Launched in November 2019, the new Health and Social Care Rapid Response Team (HSCRRT) supports people across Telford and Wrekin who are experiencing a rapid decline of their health and are in crisis. Individuals referred to the team are assessed within two hours.

The team will then put in place a plan to resolve the health crisis, work to prevent the crisis from happening again, and allow the individual to remain as independent as possible in their own home - or a decision is made to temporarily move them to a more appropriate setting.

The new team integrates Rapid Response Nurses, Social Workers, Occupational Therapists, GP Clinical Advisors, and call handlers into one team. This innovative approach provides people in crisis with



Health and Social Care Rapid Response Team

the right help at the right time in the right place, and reduces unnecessary admissions to hospital.

The team have received over 1500 referrals from a range of agencies including Emergency Department, West Midlands Ambulance Service, 111, GPs, Family Connect, Community Health and Social Care Teams, Care Homes and the voluntary sector.

95% of the individuals referred to the team were able to stay in their own home rather than be admitted to hospital or a care bed.

A preventative pathway supporting hospital discharge – Pathway Zero

The aim of Pathway Zero is to direct people and carers to a network of community based options, which will support and maintain them in their normal place of residence. The starting point is believing that the person has the capability to plan for themselves, to do this focussing upon peoples' strengths and assets. This includes the support that is around them in their community, as well as personal capabilities.

This approach puts the person in control and builds on the provision of information and advice that people can access independently or with support of family and friends.

Launched in Summer 2019 across three hospital wards, due to its success it has subsequently been rolled out to all wards and is now business as usual in both the hospital and Telford Integrated Care Assessment Team (TICAT). The pathway was also formally recognised in the National Covid-19 Discharge Guidance as something that all hospitals should have in place.

The TWIPP programme continues to deliver and develop at pace. During 2020-21 it will be reviewing its priorities in line with the emerging needs, feedback from people with lived experience and carers, and the developments of the Shropshire, Telford & Wrekin Integrated Care System.



Carers

Are you looking after someone, but who's looking after you?

Telford Carers Centre offer services to family and friends of all ages. If you look after some one who couldn't manage without you and they live in Telford and Wrekin then we can help, delivering a range of high quality support for carers including information and advice, wellbeing support groups, social respite activities and access to grants and training. Telford Carers Centre provide advice free of charge and confidentially.

You can contact the Carers Centre by:

Telephone: 01952 240209

Email: admin@telfordcarers.org.uk

Getting you on board

It's helpful and reassuring to know how things work when you register with us and to understand the alternative ways we can support you on your carers journey. What we offer may include:

- Connecting you to local services for both you and the person you care for
- Planning for emergencies
- Looking after your own wellbeing
- Having a break from caring
- Peer support
- Employment, education or training opportunities

You may be introduced to us through word of mouth, professional referral or reading a leaflet about us but the first time we call you it will probably be to carry out a 'Wellbeing Check' by one of our friendly team.

This is an initial chat with you, where we'll ask you about yourself and your caring role, about the person you care for and talk about any issues or concerns you might be having. It doesn't usually take more than about 15 minutes.

If you are happy to be registered, we'll send you a 'Welcome Pack' of information. You'll now be eligible to book on to any of our social activities, receive a regular updates, have hospital discharge support, fire service home checks and energy checks, assistive technology advice plus access to ongoing information and advice from the Carers Centre whenever you need it. You may not want or need to take up some or even any of the support we offer at this time – perhaps you wish to register 'just in case' for the future and that is also fine.

www.telfordcarers.org.uk/referral-and-registration



Carers Assessment

As a family or friend carer you are entitled to a Carer's Assessment, whether or not the person you care for has had an assessment of their own needs through social care services. It is not in any way about judging how well you do your caring, it's about how that caring is affecting your life and what can be done to help you.

A Carer's Assessment is for Adult carers over 18 years old, who are looking after another adult who is physically or mentally ill, disabled, frail or has alcohol or substance mis-use issues. It is used to assess the impact their caring role has on their life and what support could be put in place to help. In Telford and Wrekin, Carer's Assessments may be carried out through Family Connect and by Social Workers

A Carer's Assessment gives you the opportunity to explain what you do as a Carer and reflect on what help would benefit you both physically and emotionally – to improve your wellbeing and quality of life. The assessment is free and does not take into account your financial means or your level of need for support. If you request, or we mutually feel you require a formal Carers Assessment we will refer you to Family Connect in the first instance, who will then guide you through the process.

https://www.telford.gov.uk/Info20568/looking_after_someone/3684/carers_assessment

You can find more information about Adult social Care by visiting www.telford.gov.uk/asc

Alternatively, view services available in your local community by visiting our dedicated all age online community directory Live Well Telford at <https://livewell.telford.gov.uk>



Learning Disability Partnership

The Telford and Wrekin Learning Disability Partnership Board (LDPB) was set up to make sure that adults with a learning disability who live in Telford and Wrekin have the same chances in life as everybody else.

The LDPB is chaired by a person with lived experience alongside the Director of Adult Social Care, Sarah Dillon. Other members including parent carers, people with lived experience and representatives from health and social care organisations, care homes and advocacy services.

The LDPB will champion the needs of adults with learning disabilities in Telford and Wrekin and will:



Develop a strategy and action plan – and through doing so will hold professional people to account for improving the design and delivery of services for adults with learning disabilities.



Make sure that the resources are used to enable adults with learning disabilities to have aspirations.



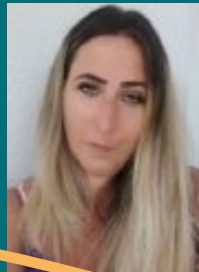
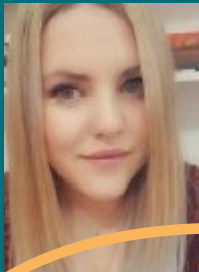
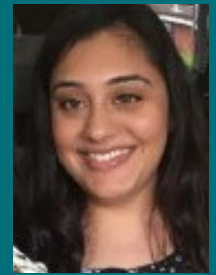
Be involved, influence, collaborate and co-produce the offer for adults with learning disabilities and their families/carers.

Key areas of focus for the LDPB during 2020/21 include:

- The development and implementation of the Learning Disability Strategy;
- Training;
- Housing;
- Employment;
- Covid;
- Being healthy;
- Getting out and about;
- Friends and relationships; and
- Having the right support and accessible information (a theme running through all of the above areas).

MEET THE TEAM

Adults with Learning Disability & Autism Team



The Specialist Autism and Learning Disability Adult Social Work Team came into fruition on April 20th 2020. The Team support Adults from the Age of 18 with Autism and Learning Disabilities to maximise their independence and social inclusion in their local communities.

The Social Workers work alongside families, carers, health professionals, education, care providers and local communities to ensure a holistic approach in helping individuals to plan for their future.

Part of the Teams function is to support young people who are transitioning from Childhood services into Adult Services post age 18 where applicable. This involves working with Children's and Education services to promote a smooth transition and enabling individuals to continue to develop their skills and pursue employment opportunities. We have a dedicated worker who prepares Person Centred Plans that informs the support plan for each person and how they would like to live their lives.

Some examples of work we are doing:

- Completing Care Act assessments, Support plans and Carers Assessments
- Reviewing those individuals who have existing support to ensure it is working for them and reaching the desired outcomes.
- Reviewing all of the people who access My Options day opportunities and community services but were unable to attend due to COVID-19 restrictions.
- Redesigning support so that individuals can continue to access support where needed within Social Distance and COVID-19 guidance.

- Supporting individuals to leave hospital and lead a fulfilling life in their local community.
- Helping individuals to move into their own homes and live more independent lives.
- Working alongside other professionals to develop new services to give people more choice on how they want to live their lives.

Future focus:

- The Learning Disability Consultation is well under way and this will inform how we support people in the future.
- Strengthen the Transition process for young people who are transitioning into Adulthood.

Social Worker feedback from the Team;

"I have never been so happy to be working in a Specialist Team to support arguably the most vulnerable members of our society to lead fulfilling lives"

"Having a specialist Autism and Learning Disability Team makes it easier for the people we work with, their families and carers to have a 'one stop shop' with improved multidisciplinary working"

"It works better for professionals and more importantly it is better for the people we support and their carers. We can build solid relationships that will help to ensure people don't have to keep telling their story"



my options

Delivering quality care and support services enabling people to live well in Telford and Wrekin.

My Options offers a wide range of care and support options to adults and young people which are committed to enabling people to live life the way they choose. Offering flexible support options which promote independence, wellbeing and community involvement. We work closely with individuals, parents and carers, commissioners, and local authorities and we are a trusted and established service. We are passionate about providing the best to our customers, listening to what people want and making a positive different to their lives:

Activity and Wellbeing Services

Delivering flexible services that respond to the changing needs and aspirations of our customers, a mix of care and support while promoting independence, wellbeing and providing an opportunity to be involved in the community life.

We are now working and developing new ways of delivering support due to the Coronavirus guidance, which includes community outreach programmes, virtual activity programme, reducing the building based services, community outreach programmes supporting people in their own homes or in their local community. A new service called My Options Connect supporting people to develop their knowledge and skills in using technology, getting involved in a wide range of activities and keeping in touch virtually.

Skills and Enterprise Hub

The Stepping Into Work programme offers vocational work based training giving people opportunities to gain knowledge, skills and confidence enhancing their opportunities to move towards the world of work.

Community Support

The team are specialised in supporting people with learning disabilities, enabling them to live independently in their own homes, developing skills and confidence in specific things such as budgeting, personal care, shopping, cooking, socialising, education, training and work as well as safely getting involved in all aspects of community life.

Lakewood Court

Our residential, wellbeing and respite care service, based at Lakewood Court Wellington, provides a positive environment for adults with learning disabilities, complex or high support needs, to live a happy and healthy life promoting independence, choice and community involvement.





Shared Lives

Telford Shared Lives Support is part of our My Options service and has been providing an alternative approach to care and supported accommodation for many years.

Our aim is to provide people with the support they need to live more independently by placing people who need support to live independently with a Shared Lives carer who welcomes them into their own home and helps them with independent living skills so that they can live their life to the full.

Our Standards

We take the standard of care and support that we offer very seriously and we are very proud of the fact that all of our registered services have been rated as Good by the Care Quality Commission (CQC) and our Shared Lives Offer is rated as Outstanding.



Inspected and rated

Good



Inspected and rated

Outstanding ☆



Contact us

If you or someone you know would like to find out more about My Options and our wide range of services, our friendly team are waiting and available to help.



Please contact us by telephone on **01952 381317** or you can email us at **myoptions@telford.gov.uk**



We look forward to working with you to provide the best possible care and support solution to help you retain independence and make that difference.

Direct Payments & Personal Assistants

Direct Payments – taking control of your support

A priority of the Making it Real Board is to improve the numbers of people who receive a Direct Payment. Making sure that people have control over the care and support they receive.

If Adult Social Care have assessed you for care and support you may be able to get a Direct Payment.

What is a Direct Payment?

A Direct Payment is a way of managing your Personal Budget. They are a cash payments provided to individuals who have been assessed by Adult Social Care, as needing care and support services under the Care Act 2014.

Personal Budget

A Personal Budget is an agreed amount of money that is allocated to you to meet your care and support needs. You can chose to have a Direct Payment, which can give you greater control of how your care and support needs are going to be met. Your Care Act assessment will identify your Personal Budget. Your personal budget will be paid to you through a separate nominated bank or Fairshare account.

Direct Payments can be used in a wide range of innovative and creative ways as long as they are safe, legal and meet your assessed care and support needs.

You can decide how you spend your Direct Payment in a way that works for you. For example, you can use your Direct Payment for:

- A personal assistant
- Community activities
- A carer
- Short breaks/respite

What are the benefits of a Direct Payment?

- You can have greater control over who provides your care and how it is delivered.
- You can arrange and manage your own care.
- You can choose the individual (s) who you wish to care for you, either through an agency or you can employ your own Personal Assistant (s)
- By arranging your own care, you can make sure that all your care needs are met in the way that you want.
- Your support plan can be as flexible as you need it to be. For example, you can choose to change when to have your support, such as in the evenings and 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 and support.
- Provide information on how you spend your Direct Payment.

What is a Personal Assistant?

A Personal Assistant is someone who is usually employed directly by a person who needs support to live their life in a way they choose. You can employ a Personal Assistant to support you following your Care Act assessment if you have care and support needs.

A Personal Assistant can also be employed by a family member or representative, when the person they are supporting does not have the physical or mental capacity to be the employer.

However, a Personal Assistant always works directly with the individual they are supporting. It's most likely that this should be through an employed arrangement, rather than being self-employed. People employing Personal Assistants are often referred to as individual employers.

As a Personal Assistant you are likely to be involved in many aspects of your employer's life and may be asked to provide support in the home, at leisure or at work.



Calm Cafés



Our Calm Café's offer people living in Telford and Wrekin who require support with their emotional and mental health a space to meet likeminded people and gain support from trained staff.

Up until the Coronavirus Pandemic the sessions were held at The Hub on the Hill Café, Meeting Point House Café and Madeley Wellbeing Café in the evenings. These sessions are now available for everyone to access virtually.

If you require any further information then please contact **07434 869248** or email **talk2@telford-minded.co.uk**



GOOD NEWS STORIES

In the words of the people



Thank you very much for being a good social worker and also recommending the Calm Café. As you know, I have never admitted to having a mental health problem and don't like mixing with people who have mental health issues. When Paul mentioned I should try attending the Calm Café, I did so because Paul asked and I trust Paul.

My social worker explained he had years of experience in mental health and he had supported me in the last 3 years; he thought I would benefit from Calm Café and I was given the opportunity to go.

I would have been sitting in my flat listening to the same music and going to bed early evening to manage wellbeing and boredom.



**Social Worker,
Mental Health Team**

At first being socially isolated was my choice, but it's lonely and now I don't feel lonely anymore because I have found like-minded people by attending every night and interacting with others which has not been the case for years.

The hours suit me to manage my inner thoughts, usually between 6pm and 9pm I would be getting ready for bed but now Calm Café breaks up the evening. If I need support, I know there's a social worker present who is non-judgemental and knows how to access services out-of-hours which is reassuring. Having transport from home and back lessens my anxiety and makes me feel safe.

I am now going to attend four nights a week. I like the coffees, sandwiches and cakes. I will be getting a bus pass (Telford & Wrekin Council) to use public transport to attend the Calm Café.

My mental health affects my everyday living including the evenings as I go to bed at 5pm to 7am, seven days a week. When my social worker Paul suggested I try and attend the Calm Café one night a week, I felt reluctant for an hour. Paul explained what it was about and that it wasn't a day centre, so I agreed to go as a one-off.

I felt very anxious when the social worker arrived to pick me up, however it was nice having one-to-one to discuss how I felt, my diagnosis, medication issues and having reassurance before meeting others.

I enjoyed the cakes and coffee, and found the other people very supportive in the group as they helped me play dominoes which I have never done until tonight.

Some of the people suggested I go at 8pm so I would be less stressed out as I have a routine and I am finding it difficult to adjust. I will be attending once a week as I enjoy the activities and company. I forgot I was meant to stay for an hour but ended up staying for 1 hour and 40 minutes, I was so proud and so were the other like-minded people!

I am so glad Paul suggested I attended.

I used to smoke between 30-40 cigarettes a day, when I was told its about 2.5 hours I started smoking every 3 hours.

I am enjoying talking to other people attending the café.

I have not played pool for years but now I take part.

I play Dominoes.

It helps to talk to other like-minded people.

I like being picked up and supported during the dark nights.

My confidence has grown since I have been attending the Calm Café.

My Wellbeing has improved over the weeks.

I play 21 and Black Jack.



What do you think about our Local Account?

Let us know



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



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<https://telford.gov.uk/adult-social-care/>

thank
you

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

Protect
Care and Invest
to create a
better borough



Telford & Wrekin
COUNCIL