

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



## Easy Read

**ADULT SOCIAL CARE**  
**LOCAL ACCOUNT 2011 - 2012**

a co-operative  
council



**Telford & Wrekin**  
**COUNCIL**

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# Introduction



## Welcome to the 2011 - 2012 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 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.



**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. We would like to hear what you think about it. If you have any comments you will find details of how to contact us on **page 29**.**



**If you would like any more information about how we created this Local Account, including the changes we have made as a result of comments made to us during consultation, these can be found on**



our website at  
[www.telford.gov.uk/localaccount](http://www.telford.gov.uk/localaccount)  
You can also ask for these by using  
the Local Account contact details on  
page 29.



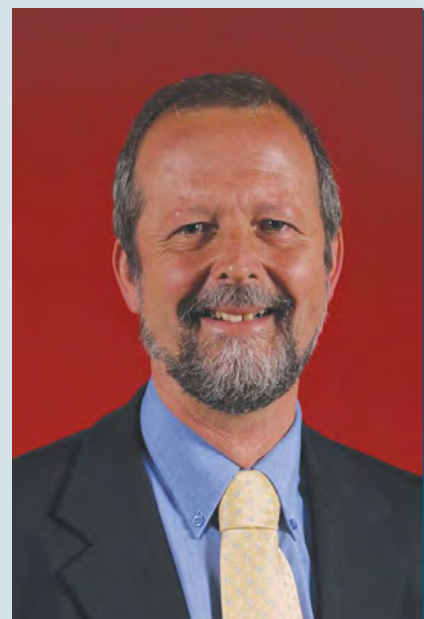
The future will be both challenging and exciting as we develop closer working relationships with GP run Telford and Wrekin Clinical Commissioning Group - which takes over from the Primary Care Trust.



We also have to put in place the changes introduced by the Health and Social Care Act in March. This includes the development of our Health and Wellbeing Board.



**Cllr Liz Clare**  
Cabinet Member



**Paul Clifford**  
Director of Adult and  
Community Services

# 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>65-74</b>	14,400
<b>75+</b>	10,400
<b>85+</b>	2,800



By **2026**, we think there could be as many as **196,300** people living in Telford and Wrekin.

We think that:

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



Around 30,600 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 17,100 people aged over 18 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 15 – 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

As well as:



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



We also support young people aged 16 or over who receive children's services in their transition to adulthood.



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.



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

or for a full directory of our services visit [www.telford.gov.uk/directory/20/adult\\_care\\_and\\_support](http://www.telford.gov.uk/directory/20/adult_care_and_support)

Lots of people received lots of different services from us in 2011-2012. These services were:



- A first point of contact Access Service for information, advice and referrals
- Social Worker Services including 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)



- Transition services for young people aged 16 and over who are leaving children's services

# The money we will spend in 2012/13

**£3MILLION** Direct Payments

**Residential & Nursing**

**£25MILLION**

**£10.8MILLION** Home & Day Care

**£11.6MILLION** Social Work  
Assessment & Support

**£1.3MILLION** Transport

**£3.5MILLION** Supporting People

**£0.5MILLION** Equipment

**£0.4MILLION** Premises

**£1MILLION** Respite

**£4.5MILLION** Support Services

**£7.2MILLION** Other services including grants  
to voluntary organisations

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**TOTAL = £68.8 MILLION**

# Our performance



There are lots of ways to look at the way we are helping people and communities. Here are some examples of how we did in 2011-2012:

- Last year, people said they were happy with our services. We did better than we are expected to. Even more people have said they are happy this year.
- We need to be able to help more people when they first contact us. We have made some changes to our teams to get better at helping people straight away.
- It is taking us longer to do assessments. We think this is because we are trying to help people be more independent.
- We want more people to have control over the care and support services they get. More people can now choose how they want to receive this service.
- There are now more carers receiving a service. This is one of our main goals.



- People who use social care services say they have a better life than last year. This is good news. We think we could do better and are working hard to understand how to do it.
- We have made our services better for people who need help with drug issues. This has made things better for people using those services.
- There are more people using our reablement service who say they have more control over their lives.

**Reablement** – this is about helping people to be able to do things for themselves again.

- More people have needed residential or nursing care. We think this is because there are more older people and because of changes in funding with the NHS (Continuing Health Care).
- One of our main goals is to make it easier for people to find the information they need. This is because people have said it is not easy to find information about services.
- We are pleased that there are more people who use services who say they feel safe. We think we can still do better. We will work with other teams in the council to look at this.



# 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

- There are 15 more small local care and support service providers. This helps people have more choice of services for their individual needs.
- Carers can now access emergency respite 24 hours a day, seven days a week. To find out more visit [www.telford.gov.uk/carers](http://www.telford.gov.uk/carers) or see **page 29** for how to contact us.
- We have worked with the Hospital and Community-based Health teams to make things better for people when they leave hospital.
- Church Parade, a new four bed unit for people with learning disabilities and challenging behaviours, opened in October 2011.

The Council and the NHS worked together to make this new service. It gives people an opportunity to stay locally and for us to work with them to plan their next steps.



- Lightmoor Extracare housing opened in November 2011. It helps more people to live independently with support to match their needs. To find out more about our Extracare housing visit [www.telford.gov.uk/extracare](http://www.telford.gov.uk/extracare) or see **page 29** for how to contact us.



- There are more young people leaving care who go on to further education.



- We set up a service for young people aged 16-25. It helps make the transition from children's services to adult services better.



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



- We have put more into Memory Services to make sure we know that people have dementia earlier. Community support services have been developed to help people with dementia and their family carers have a good quality of life.



## What we still need to do

- We will do a survey to help us understand more about carers' needs. We will use the results to help us plan for the future.





- We have started putting the national autism strategy into place by working with colleagues, people on the autistic spectrum and their families. There will be a full action plan by March 2013 about the changes we will be making.



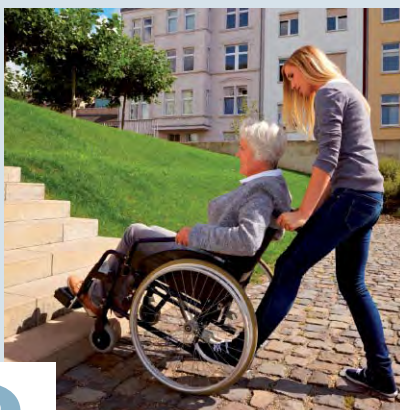
- A trial project was done to help people with learning disabilities have healthy lives. The work went very well. We will now be working with people with learning disabilities, their families and health and social care staff to make sure everyone is as healthy as possible.



- For people who cannot get services in 2012, we will look at what we can do to help them in other ways. This includes community meals services.

- New Extracare facilities are being built in Ketley and Dawley.

- We will look at the services provided by our council and think about the best way to make care personal for the people who need it.



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



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

### What we have done



- We have had contact with more carers while the person they are caring for is in hospital. This has helped us to give them support earlier.



- People with mental health problems have spent less time in hospital.
- We have used more technology to help people stay independent and in their own homes. To find out more about staying independent go to [www.telford.gov.uk/stayingindependent](http://www.telford.gov.uk/stayingindependent) or see **page 29** for how to contact us.



- People are getting more support from the Red Cross service when they go home after being in hospital.
- We have put money into services that help make sure people are not waiting in a hospital bed when they are ready to go home.



- We held specialist training to work with people with personality disorders (emotional learning difficulties). This has meant that less people have to go into hospitals.



## What we still need to do

- We are working with service providers and people receiving help to change the way we support people at home.
- We want to have more beds available to work with people and then help them go home after a stay in hospital.
- We will be doing more to make our rehabilitation and reablement team better. This includes having more health therapy workers.
- We will work with health teams to look at the technology that can help people to stay independent and in their own homes.



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

### What we have done



- We helped more people talk to us to get the information, advice or services they needed. We think we will help even more people next year.
- Our memory service and our dementia team have been helping people to get help more quickly.



- 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 [www.telford.gov.uk/directoryofservices](http://www.telford.gov.uk/directoryofservices) or see **page 29** 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 a new website to make it better for people to find information. You can visit it here [www.telford.gov.uk/healthandsocialcare](http://www.telford.gov.uk/healthandsocialcare) or see **page 29** for how to contact us.
- More people told us that they felt involved in the planning of their care.



## What we still need to do

- We will keep listening to what people say to make sure our services keep getting better.
- We will be making our information and advice services better. We will do this by paper and electronic communication.
- We started using a new computer system and had some problems with making and asking for payments. We will keep working to make the system better.
- We are working with the Alzheimer's Society to publish information about dementia services.
- We are working with advocacy services and asking them to work together to make best of the funding available.
- There will be a new Healthwatch service. It will provide health and social care advice, information and signposting.



# Main Goal 4 - Keeping vulnerable adults safe

## What we have done



- We have kept lots of vulnerable people safe.
- We are looking at how we can all keep adults safe in the same way across all of the West Midlands.



- 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.





- 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



## What we have done

- We looked at how we could save money and made some changes to some teams and the buildings they use.
- The money we give to the voluntary sector stayed the same.
- We changed the way some of our services work to help us save money because of the government funding cuts. We managed to keep doing assessments and reviews through this difficult time.
- We finished the Rehabilitation and Reablement plan for Telford and Wrekin. We started to put it in place as part of our new ways of working and delivering services.





## 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:
  - shows the good things about personal budgets.
  - will give people statements about what their personal budget has been spent on.
  - makes sure everyone can see all the choices that are available to them to help meet their care and support needs (My Life Portal).
- We will be looking at how we buy services to make sure we are making the best of the money we have.
- We will be working with the voluntary sector to improve the way we choose service providers.



# 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.



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



While we are making all of these changes, we are replying to the Care and Support White Paper and Care and Support Bill. The ideas in the White Paper are positive and we have a lot of the same ideas for wellbeing and independence. We want to try to stop people having a crisis and improve their lives. If the Bill becomes law, it will be easier for everyone to understand the rules and laws.



Telford & Wrekin Council welcomes these ideas for change. We are worried that the government has not thought about how much adult care and support needs to do with not enough money.



The Bill supports the ideas from the Dilnot Commission's review of adult social care funding. It does not talk about the money situation. The government wrote a report: "Caring for our future". It is about changing the way money is used for services and how people's care is paid for. No decisions will be made about changing this before 2015.



## 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, Civic Offices, Coach Central, Telford TF3 4WZ**