

RIGHT HELP RIGHT TIME

to promote independence in Telford and Wrekin



ADULT SOCIAL CARE

LOCAL ACCOUNT ANNUAL REVIEW 2018/19



A look back
at what

DIFFERENCE
we've made
together



Telford & Wrekin
COUNCIL

Contents

Welcome	3
Making it Real Board	4-5
Adult Social Care – what we do	6
Day in the life of a social worker	7
Our Telford and Wrekin How did we do & How much did we spend	8-9
 Promoting Independence:	
Contact Us	10-11
Live Well Hubs	12-13
Live Well Telford	14
Wellbeing Independence Partnership – Information, Advice & Guidance	15
 Our Adult Social Care Teams:	
Where are we in your area	16
Mental Health	17
Safeguarding	18-19
Occupational Therapy	20-21
Assistive Technology and Sensory Impairment	22-23
Independent Living Centre	24
 Our Adult Social Care Services:	
Telford Integrated Place	24-25
My Options	26
Direct Payments and Personal Assistants	27-28
What do you think about our Local Account?	28

Welcome



Telford & Wrekin
COUNCIL

TO OUR LOCAL ACCOUNT LOOKING BACK AT 2018/19

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

Our priorities are to:

- 1 Provide early information and advice to enable people to help themselves
- 2 Enable people to live independently
- 3 Support people to stay safe and live a life free from abuse
- 4 Work in partnership with people, communities and other organisations

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 or Adult Social Care please email PPQteam@telford.gov.uk



Clive Jones
Director of Children's
and Adult Services

Cllr Andy Burford
Cabinet Member for
Health and Social Care

An update from TELFORD AND WREKIN MAKING IT REAL BOARD

Our Making It Real Board is made up of individuals who, as people who use services themselves, feel passionately about improving Adult Social Care. The MIR board ensure that people are at the heart of all discussions around their wellbeing and care.

Board members come from a diverse range of backgrounds and represent the elderly, learning disabilities, wheelchair users, people who are bed-bound, those who are visually and hearing impaired, as well as family carers and people with mental health problems. They ensure that Council staff are kept aware of the realities for people who need to use services.

By working together we have improved...

We have worked with Council staff to co-produce the Adult Social Care Charter. This sets out the overarching principles that all staff will apply when supporting individuals.

Our Adult Social Care Charter:

- We will always promote your independence
- We will listen with understanding
- We will give you a named contact
- We will be honest and personal to you
- We will respect your decisions

We have also been involved in recruitment of apprentice social workers for the Council.



Inspired by work the Board did to identify areas of frustrations for people trying to contact the Adult Social Care team by phone, the Council have now improved the way customer care training is delivered within the service.

Pods within teams have been created, to ensure you are able to talk to the right person at the right time without repeating yourself. Workers within each pod familiarise themselves with the caseloads of others within their pod, making it easier to resolve issues which may arise when the allocated worker is unavailable.

Thanks in large part to the Board, a feedback form is now given to the person and/or their carer following each intervention. The valuable feedback we receive is used to develop and improve services.

Most recently Board Members have interviewed people who have recently been discharged from hospital. They asked them about their experience and what they felt could have been improved. The findings will be shared with Shrewsbury and Telford Hospital Trust and with the Clinical Commissioning

Group, who commission services at PRH and RSH. The findings will also be used to further support work being carried out to provide a more seamless service between hospital care and at home. For more information contact ppqteam@telford.gov.uk

WE NEED YOU!



Why i joined MiR



Katie Rae

I used to have a busy career, working in Hotel Management in London but when my health deteriorated in 2016 I moved back to Telford to be close to my family. Due to the degenerative nature of my illness I found myself going from needing minimal help and

support to being completely reliant on care – all within 12 months.

In 2017, after a dramatic down turn in my health put me in hospital, I wasn't able to walk for 18 months. During this period I became very depressed and it was at this time that my social worker suggested that I go along to Making it Real. I didn't say very much at the first two meetings I attended. I had really low confidence and wasn't really sure what I could contribute. Fast forward 18 months and I now Chair the meetings and I'm actively involved in developing and shaping Making it Real in Telford. I have made new friends and recently accepted a position working with the National Development Team for Inclusion (NDTi). This new role sees me travelling around the country speaking to organisations about Community-Led Support and the value of working collaboratively with their local communities.



Allison Edwards

I am the mother and main carer to my adult son who is severely autistic, non-verbal and suffers from health issues. I joined the MiR Board to share my own experiences of using services. In the 18 months I have been going along to meetings I have

learnt a great deal about adult social care and really feel that I am helping to make a difference.

As someone who accesses services on behalf of my son I feel well placed to highlight areas that I don't think are working well and in doing so, hopefully I'm helping to improve the system for others in a similar position to me and my family.

MiR gives me direct access, not only to a network of other people who use services but also to council leaders and those responsible for formulating policy.



What we do and what you said

ADULT SOCIAL CARE

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 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, 2014 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.

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 be 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

For full details of our services visit

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

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

"I cannot praise the Adult Practitioner enough. Not only did she listen but heard my concerns and went that extra mile to bring a very stressful situation to a very successful conclusion – many thanks."

"The social worker was very helpful and listened. She was very thoughtful at a hard time."

"Training with Rehabilitation Officer for Visual Impairment was the answer to my independence. It has given me the confidence to venture outside alone. Without this I would be virtually house bound. A big thank you."

"I am very happy with the help and support I received. The speed and help was first class and I now know who to turn to if any more help is needed. Thank you"

"The Occupational Therapist was extremely helpful and supportive. Thank you to her and to the OT Service."

"Dad found the questions difficult to comprehend and largely expressed he wasn't sure"

A day in the life of A SOCIAL WORKER



Being a Social Worker in Adult Social Care is equally as challenging as rewarding. We have the privilege of meeting and working with people who sometimes need to recognise their qualities and strengths to support them in meeting their own aspirations.

My day

8.45am

Coffee and emails.

9.15am

Re-arrange to do list into priority order as a result of emails

9.30am

Contact everyone to be visited today, to check visit to go ahead. Respond to emails.

10.30am

Visit to complete an Enablement Review. Summer had fallen down the stairs 3 weeks previously and injured her arm and leg. Following her hospital admission she had been discharged with an Enablement package of care with a view to her regaining independence and confidence in completing essential daily living tasks. Prior to the fall Summer had managed independently at home with support from her family. A review is required to identify if she would benefit from further Enablement support, if long term care is needed or if the additional support had been effective in enabling Summer and as a result was longer required.

During the review Summer discloses that she had not fallen but had actually been deliberately pushed down the stairs by a family member. She had not told anyone this previously as she had wanted to protect them but was feeling scared. Support her to contact the Police and she consented to a Safeguarding enquiry.

12noon

Working remotely to complete Safeguarding paperwork and liaise with Police. Contact with the Enablement Clinicians and the Care Provider for input in to the review and share information.

12.30 – 2.30pm

Multi-agency meeting to address Safeguarding concerns in regards to a young adult with Learning Disabilities, Neil who is being financially and emotionally abused by a friend. Application to the Court of Protection is required. Return to office to type up minutes and to undertake actions from the meeting. Organise a follow up multi-agency meeting. Start on organising application to the Court of Protection.

3pm

Receive a phone call from daughter of Lacey, who is the main carer for her husband who had had a heart attack and been admitted to hospital. Lacey will require surgery as a result of this. Daughter was requesting urgent support for her husband Rylan, he has Dementia and is unable to keep himself safe or meet his own care needs and cannot be left alone. Lacey is likely to be in hospital for at least a week.

3.15 – 4.15pm

Emergency visit to Rylan, identify needs and a Mental Capacity Assessment completed in regards to meeting his care needs as he may need to go into respite. Return to office update assessment, write support plan send to brokerage to source urgent care. Call family to reassure them and advise of actions. Contact Carer's Emergency Service who can provide support for 72 hours to Rylan whilst brokerage source care.

4.55pm

Receive a telephone call from a mother of a woman with Learning Disabilities who is concerned her daughter is being coerced into having a sexual relationship with her new boyfriend. Offered support and guidance to the mother, determine level of immediate and long term risks, any other agencies involved, agreed for urgent visit tomorrow morning as no immediate risks for intervention. Ensure all case notes are up to date following the day interventions, write to do list for tomorrow.

Our Telford and Wrekin

Key Facts and Figures



Our Gross Budget for Adult Social Care 2018/19 was

£63 million

Telford and Wrekin highlights, in 2019 it is estimated



**THERE ARE
178,630**

people living in Telford and Wrekin; 31,400 over 65 years.

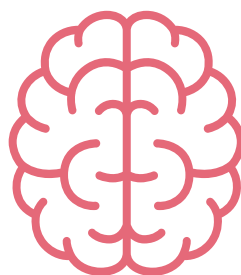


17,500

people over age 25 years provide unpaid care to a partner, family member or other person; 4,500 people over 65 years

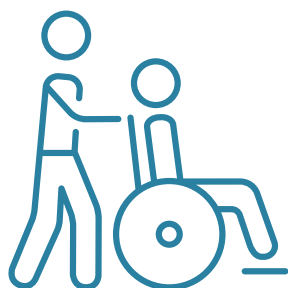
2,586

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



1,886

people aged over 65 years have **dementia**, by 2035 this will increase to 3,220 (71% increase)



10,400

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

1,500

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



20,000

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

8,900

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 18/19



9,700

individual contacts completed, of which 7,030 (**72%**) resulted in the provision of information, advice, advocacy and signposting. 28% resulted in further assessment.



570

Care Act Assessments were completed.



Following assessment

170

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



We supported

350

people with learning disabilities to remain in settled accommodation

2,120

Occupational Therapy Assessments were completed

1,420

Enablement Assessments were completed



We supported

121

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



x6

We supported six people with learning disabilities into employment

2,118

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

Live Well drop ins in your area or town centre

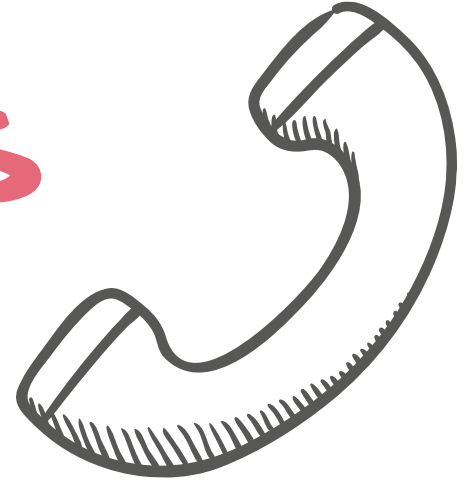
An informal chat with people who are informed about what’s available in Telford – local support groups, community groups, clubs, activities, exercise, equipment and assistive technology.

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 Live Well Telford website to find your nearest hub



Contact us



Contact Family Connect **01952 385385** available
9am – 5pm Monday to Friday for:

- Advice, information and signposting
- Brief assessment
- Arrange an appointment at a hub

Out of hours Emergency Duty Team 01952 676500

Booked appointments

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

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

Available at Live Well Hubs, Independent Living Centre & Healthy Lifestyle Clinics

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.



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

Live Well Hubs



Our Live Well Locality Hubs are an integrated approach across Adult Social Care, Health and Community partners to ensure that resources have maximum impact for people in Telford, with a focus on getting the right help at the right time.

Locality Hubs:

- Provide face to face and booked appointments offering information and advice
- Provide access to low level preventative support
- Provide access to low level assistive technology/ equipment solutions

Live Well Hubs have been set up in all three of our localities: Hadley, Wrekin and Lakeside. Live Well Hubs are delivered at different venues across the borough. If you need support from Adult Social Care you will be invited to one of our Live Well Hubs. Your appointment will give you the opportunity to talk

about the things you are concerned about with a practitioner who can advise of what support you may need. This can be:

- Advice and information
- Signposting to Partner agencies
- Occupational Therapy assessment for equipment
- Support with Assistive Technology solutions
- A Care Act assessment
- Care and Support

Live Well Hub locations can be found on the Live Well Telford website <https://livewell.telford.gov.uk>



David's experience

David is in his 40s and a carer for his wife. He came in to see us in the Live Well Telford Drop In in Wellington.

He was feeling overwhelmed by his caring role. We listened to him and helped him to complete a carers assessment there and then.

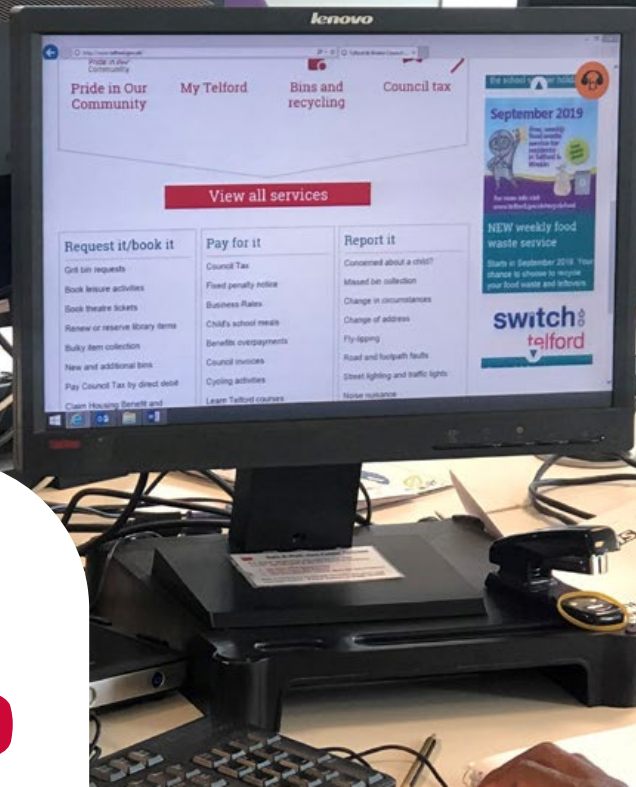
We also talked about the things that are working well and are important to him. From this we were able

to introduce him to a Health and Wellbeing Group that met on a Tuesday on his day off and how to make the most of the time when paid support was in place.

David left the drop in saying he felt he had been listened to in his own right and felt less stressed.



**LIVE
WELL
TELFORD**



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.

INFORMATION, ADVICE AND GUIDANCE

Wellbeing & Independence Partnership (WIP) consortium comprising of local voluntary sector organisations Telford & Wrekin CVS, Age UK, Shropshire Telford & Wrekin and Taking Part were awarded the Contract for Information, Advice and Guidance (IAG) and Carers Centre offer, and are commissioned by Telford & Wrekin Council.

WIP delivers an integrated service which means that the person and their family carer will need to 'tell their story only once' which is what residents who helped design the service wanted. The team will provide a swift response for clients regardless of need, disability, role and age. The service aims to simplify access to information, advice and guidance as well as promoting independence wherever possible.

Carers

Building on our well established All Age Carer Centre offer, the Council will be working with WIP, the Carers Partnership Board and local communities to reach more carers to access support at an earlier stage in their caring role.

There are many exciting developments coming this year for carers which includes:

- Friendly Employer Initiative
- All Age Carers Strategy

Telephone

01952 916030

Email

wip@tandwcvcs.org.uk

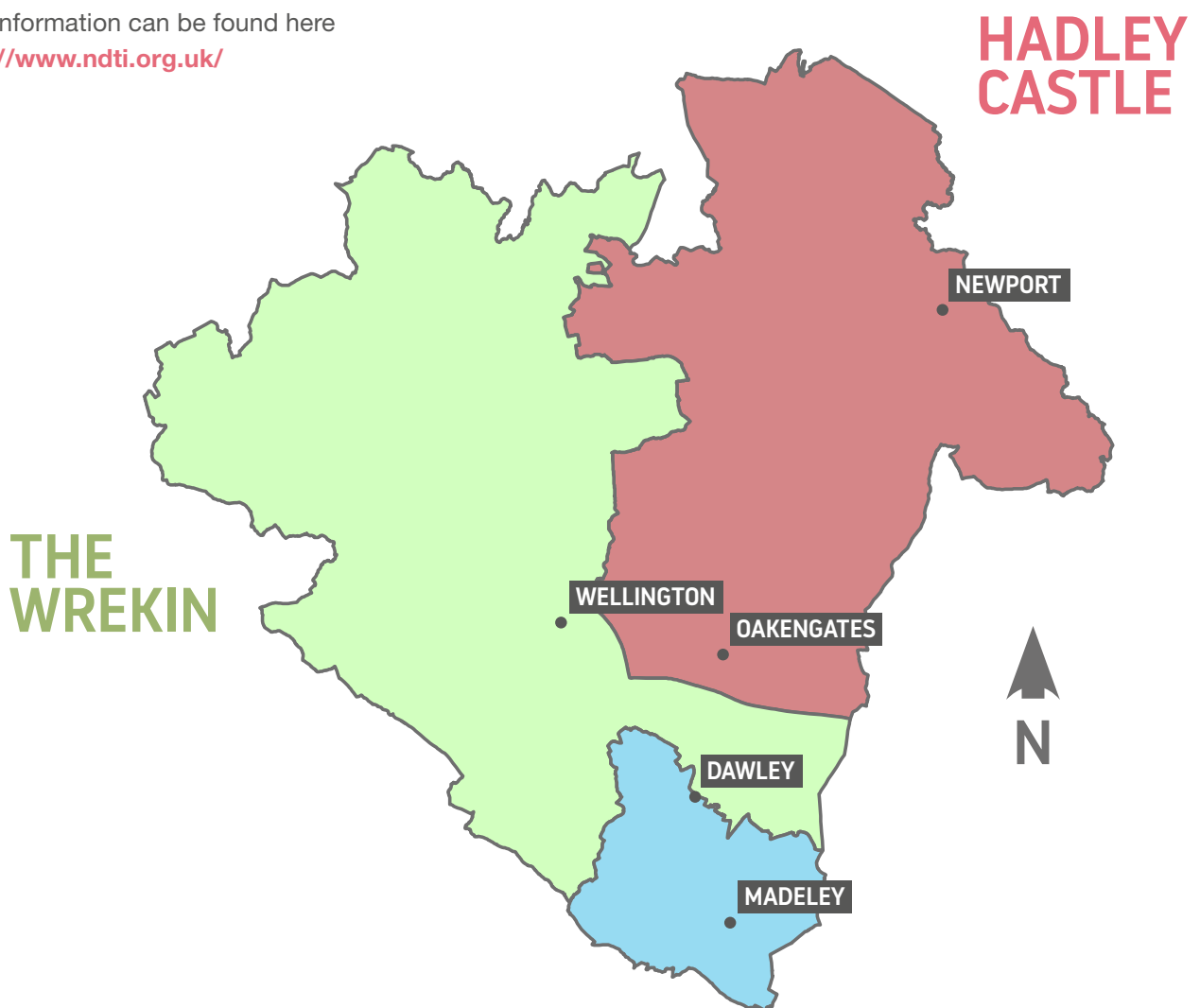


OUR ADULT SOCIAL CARE TEAMS

We have three Adult Social Care locality teams covering the Telford and Wrekin borough. Each team supports their locality population with a Community Led Support ethos. Having worked with the National Team for Inclusion - NDTi we have ensured our practice is Strength Based, and inclusive with a community focus.

More Information can be found here

<https://www.ndti.org.uk/>



Mental Health Team

17

“I love the challenge of social work, mental health is my passion. My goal is to support people to understand and manage their mental health, and lead a fulfilling life with purpose and hope.”

“What I really enjoy about mental health social work is working directly with people, helping them to overcome difficulties, giving them a voice, and enabling them to achieve control over their own lives.”

2018 saw the creation of Telford’s Specialist Mental Health Social Work Team. Our mental health Social Workers support adults with mental illness and their families, carers and communities to lead fulfilling, and independent lives.

The team works with people with a range of mental illness, such as anxiety, depression, bipolar disorder, schizophrenia and personality disorders. The team helps people to manage their mental health and the important social aspects of their lives that enable them to recover and stay well, like maintaining relationships, having a home and being employed.

Here are some examples of the work carried out by the team:

- Building relationships with people and families to promote wellbeing and social inclusion and independence
- Helping people to build personal resilience, and develop coping strategies to manage and prevent difficulties
- Carrying out assessments
- Arranging care when this is required
- Enabling people to access practical help and support in their local communities
- Working in partnership with other professional to achieve the best outcomes for people

The team also has the professional lead role for the delivery of the Approved Mental Health Practitioner Service, completing assessments under the Mental Health Act when this is required and ensuring that the rights and needs of people are balanced and protected within the legal framework.



GAILS STORY

“I couldn't have done it without the support of the Mental Health Team. I wasn't coping at home, I felt unsafe and didn't want to stay there. I was very suspicious of others and felt that people were untrustworthy and plotting against me. I was unable to look after myself and my home properly.

I was so unwell that I needed to be admitted to hospital. When I was in hospital my Social Worker visited me regularly and really helped me to plan my recovery and how I would manage when I left hospital. The Social Worker helped to identify all the things I need to address to help me feel safe at home again and live independently.

Before I left hospital the Social Worker helped me to sort out and tidy up my home, and also ensured that I claimed for all the benefits I was entitled to. When I first got home a support worker from the team helped me with practical tasks and linked me with organisations in my area that I can go to for support.

I now have a bus pass and can get out on my own and my next step is to see if I can do some voluntary work. I am keen to work with the Salvation Army to help people who are homeless. I'm getting there, it's a slow process but I am doing little bits at a time, I have hope”

”



SAFEG ADUL



The Adult Safeguarding Team are part of Telford and Wrekin's Multi-Agency Safeguarding Hub (MASH), and provide a specialist safeguarding service to ensure that adults at risk in our communities are able to retain their independence, and live in safety, free from abuse and neglect.

Our team of Safeguarding Social Workers work together with a range of professionals in the MASH including the Police, Education, Health and Housing. The team also has strong partnership working with wider partners including schools, the Ambulance Service, and voluntary and community organisations.

The team receives and processes all safeguarding referrals for adults without an allocated Social Worker and all adults at risk of harm and abuse. They work closely with all partner organisations to ensure the effective sharing of information, robust decision making, and directing referrals to the right services.

Some of the key work carried out by the team includes undertaking safeguarding enquiries, providing expert leadership regarding adult safeguarding across

GUARDING TS

Everyone has the right to be safe, to be respected, to be heard.



partnerships, and supporting the development of effective safeguarding practice.

In 2018 the team was expanded to provide additional social work staff in order to respond to the key challenges and priorities set out by the Telford and Wrekin Safeguarding Adults Board including:

- Taking action before harm occurs.
- Providing timely responses that are appropriate to the risk presented.
- Supporting people to make their own decisions and understand the risks and benefits of those decisions
- Working with organisations and communities to develop local solutions to prevent, detect and report neglect and abuse.

In addition to Social Workers, the team also includes Financial Safeguarding Officers who are responsible for developing financial safeguarding plans with individuals including undertaking Appointee responsibilities in relation to benefits paid by the Department for Work & Pensions, and administering the Council's Deputyship service where appropriate.

What you said

Compulsive hoarding is highly complex and requires an integrated approach by all agencies. Working in partnership we are able to work with people who hoard in order to achieve the best outcome for all involved. Adult Social Care were contacted with regards to a disabled gentleman who was a compulsive hoarder. His daughter gave this feedback on her experience.

"The work carried out by the Safeguarding Team has enabled myself and my father to get our lives back on track and move forward.

Their dedication and professionalism has ensured that the house is now once again fit for habitation and has enabled my disabled father to return home to a safe, clean environment that no longer poses a danger to himself or others.

There is no doubt in my mind that I would have been unable to conduct the necessary changes to the house by myself and I am eternally grateful for the help and support that was given".

Occupation Therapy

The Occupational Therapy Team is made up of Occupational Therapists and Occupational Therapy Assistants. The team works across Hadley, Lakeside and Wrekin localities, along with their Social Work and Adult Practitioner colleagues to promote joint working.

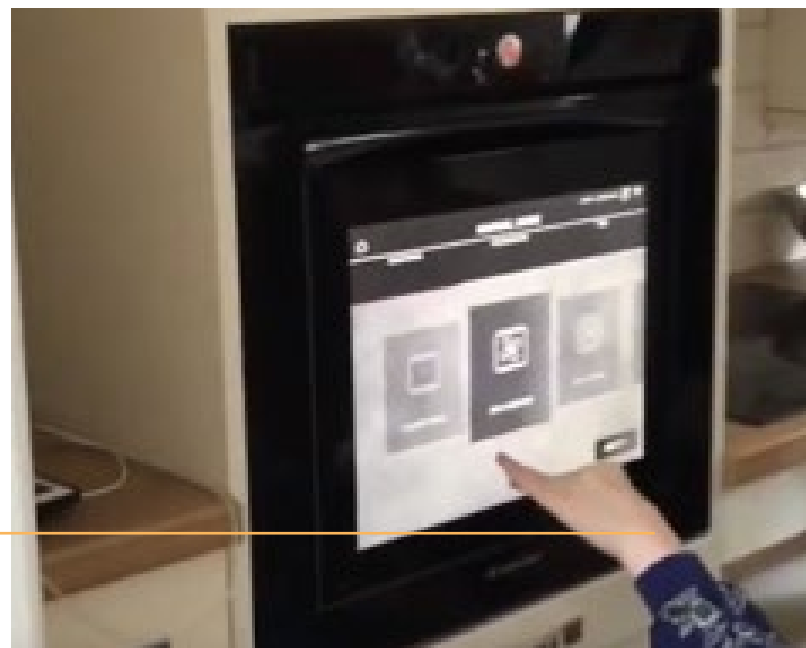
Occupational Therapy assess the person and consider how they are managing their daily living activities. These can include tasks such as bathing, getting out of bed, accessing their property or using the toilet. If people are having difficulty with these tasks, we consider how this activity can be adapted: we can do this by teaching alternatives techniques, providing equipment or considering adaptations to the environment. Our shared goals with the people we work with is to support them to be as independent as possible.

If an adaptation to the home is recommended, we apply to the Home Improvement Agency for a Disabled Facilities Grant for the individual. If approved, the Occupational Therapy Team remain involved and work closely with the Building Innovation Telford Team.

Additionally, we deliver Smarter Care. Our Smarter Care Team looks at existing care packages ensuring the care being delivered is being used 'smartly'. This can include for example, a kitchen assessment of someone's ability to prepare their own meal and remove the need of a care call or assessing the use of one carer to complete a moving and handling activity safely.

We also work closely with the Hospital Team (TICAT) reviewing those individuals who have had a period in hospital. Reviews are completed for individuals about two months after their admission and after any Enablement Service to see how they have managed since their admission and if they require any Occupational Therapy input to prevent a readmission to hospital.

Here are two examples where the Occupational Therapy Team have supported individuals to remain as independent as possible:



al

1

We have worked with a person who was struggling to get in and out of the bath. The Occupational Therapist recommended a wet room facility and liaised with the person's landlord, Wrekin Housing Trust to agree to

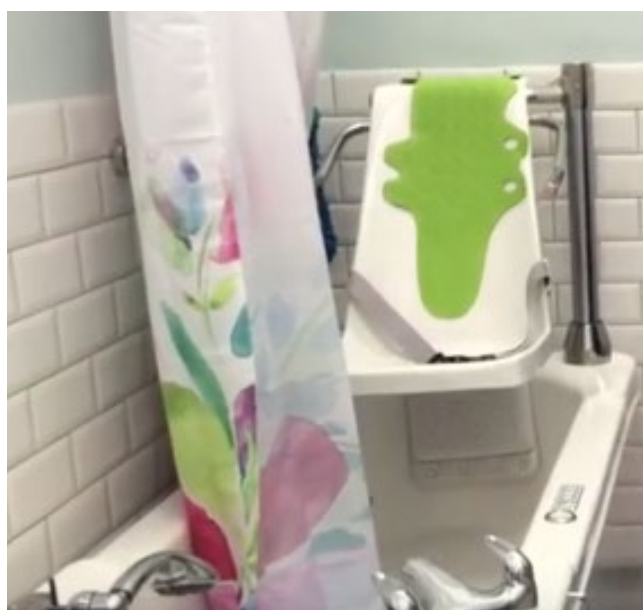
this adaptation. The person has some issues with substance dependency and anxiety, they were extremely anxious about workmen coming into their property to complete the changes, so their Stars Worker, Wrekin Housing Trust and Occupational Therapy worked together to manage these anxieties and introduce a builder and ensure he was sensitive to the person's anxiety. When the work was completed this person now manages her bathing independently and safely.

In the last year our Smarter Care Occupational Therapy project has grown. These therapists assess those receiving care packages to ensure that they are receiving the right level of care, the time with the carer is used appropriately and advise on single handed care moving and handling techniques.

2

One of our recent cases was following a fall where the woman had fractured her hip; prior to her fall she had a small care package of one carer for an hour a day, when she was discharged she was sent

home with two carers four times a day for an hour each time. The Occupational Therapist visited the woman at home and assessed how she was able to move around her home and get on and off the furniture and found the woman only needed one carer, keeping the four care calls but reducing three of these to 30 minutes. This intervention frees one of the carers to pick up other cases, minimising the intrusion into the woman's home and has reduced the care she requires by more than half, encouraging opportunities for her to do more things for herself.



ASSISTIVE TECHNOLOGY

Technology is a huge part of everyday life and it can be used to support people to be independent and safe in their own home.

Assistive technology devices are used to support those who suffer from chronic disabilities and illnesses, such as severe autistic spectrum, multiple sclerosis, dementia, vulnerable people and rheumatoid arthritis.

The 'try before you buy' element gives you the confidence and knowledge that is needed to know what items can help. The AT Hub is supported by 'Experts by Experience', who all use equipment or technology to support their daily lives – they give a true reflection of how devices can support everyday living.

Assistive Technology – or Technology Enabled Living (TEL) is moving at a fast pace and it can be tricky to know what items on the market will be the right purchase for you. The Team can showcase new technologies relating to care and support, such as voice activated devices and Wi-Fi enabled sensors so you can determine if they will be useful.





The Assistive Technology Hub is located at Tan Bank, Wellington, Telford TF1 1HW

Annabella's experience with Assistive Technology:

The Hub encourages people to think about new technology and devices that can help people to continue to live independently in their own homes. This type of support is known as Assistive Technology.

Telford & Wrekin Council have joined forces with 13 other councils in the region to promote Assistive Technology at home and raise awareness of the simple technology that is available from the high street to assist people to remain independent at home.

The Assistive Technology Hub is supported by five volunteers who are 'Experts by Experience'. The volunteers all use Assistive Technology to help them maintain their independence while living with visual, auditory or physical disability needs. The Volunteers talk to members of the public that visit the Hub from a 'lived experience perspective'. They are able to discuss their similar experiences and backgrounds on a level that provides insight to how technologies can help our visitors.

The Volunteers are also members of different Peer Support Groups in the community; often acting as a link between Adult Social Care and local Community Forums where they promote and encourage attendance at the Assistive Technology Hub to see what is available or receive more specialist advice from the Assistive Technology or Sensory Practitioners that also present every week.

Annabella is a 29 year old and has epilepsy. She has never been independent in her adult life as she always needs someone to be around her in case of seizures. She lives at home with her parents and has never gone out alone or considered having a job.

We provided Annabella with a Possum Epi-Care which is a wrist worn device that detects Tonic Clonic Seizures. This links via Bluetooth to a mobile phone which will call an emergency number in the event of a seizure. This device also sends the emergency contact a GP's location of the wearer so that they can get help to them.

For the first time Annabella is now going out on her own knowing that her parents will be alerted if she has a seizure. She has enrolled on a level 2 Maths course and has started to do voluntary work at a local primary school. She has said that she is really pleased with how the Assistive Technology has improved her life and now she is thinking about long term paid employment.



Independent LIVING CENTRE

The Independent Living Centre will be 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 are in the process of securing a town centre premises.

The centre will showcase equipment and services relating to Assistive Technology, Occupational Therapy and Sensory Impairment.

- It will offer Adult Social Care assessments; specialist information and guidance and will demonstrate technologies and equipment that can support an individual's independence and safety.
- Local people will be able to come 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 Integrated Place



Providing the support people need to live well and independently and caring for people is one of the most important things we do as a borough.

Every day, people are supporting and caring for their neighbours, family members, friends and the wider community. This support encourages people to lead healthier lives and helps people keep their independence and reduces loneliness.

By encouraging GPs, social care workers, community nurses, community groups, volunteers and mental health workers to work more closely together, more co-ordinated health and social care services can be created. Health and social care services are more responsive, closer to home and personalised to each person. The Telford & Wrekin Integrated Place Partnership has been set up to drive forward this approach in the borough.

The Partnership's work will enable:

- Communities to be connected and resilient;
- People to stay healthier for longer;
- Effective outcomes for patients;
- Services to be available closer to home where appropriate; and
- People and their carers to feel supported during a time of crisis and at the end of their lives.

The Partnership will do this by:

- Placing people at the heart of our organisations and programme;
- Working with people to prevent them becoming ill, support them to detect conditions early, manage their conditions, make lifestyle changes and access the right service, in the right place at the right time;
- Supporting people to live independently in their own homes and community for as long as possible;
- Inspiring each other to be ambitious and open-minded about solutions;
- Committing to fully involve the health and social care workforce, whether they be from the public, voluntary or independent sectors in the transformation of health and social care services; and
- Developing effective partnerships working to help improve the health and wellbeing of local people.

Some examples of what has been delivered so far:

- Live Well Telford Hub Drop Ins
- Live Well Telford online directory of services
- A new Health and Social Care Rapid Response Team who are working together to improve outcomes for people and avoid admissions to hospital.
- Working together to support discharge from hospital through Pathway Zero. This innovative pathway supports people who are discharged from hospital using community based options.

Community Partnership

- The Park Lane Centre was the venue for a market place event, which was a huge success. This was one of many such events where Adult Social Care works with other Telford Organisations and partners to improve our knowledge of what's available in our communities and to work together to support local people.
- This is part of our commitment to develop and improve relationships in the Localities, working closely with providers such as The Wakes, Wellbeing Care and Fit4all. Our aim in doing this is to improve the support we are able to offer, keeping people healthy, safe and independent.

Here is an example of how we work in partnership with organisations:

- We have close working relationships with the Hub on the Hill which is the Community Centre for Sutton Hill. It is run by local people for local people. This service is open for all individuals who walk in seeking information & advice and support. This service also includes a Barber Shop and a Charity Shop - Please check Live Well Telford for times and days of opening
- The Hub on the Hill is located at 103-106 Southgate, Sutton Hill, Telford TF7 4HG



my options

The Councils **My Options - Activity, Wellbeing and Care Services** provide a wide range of personalised quality care and support services to children young people and adults within Telford and Wrekin.

Each service area is committed to enabling people to live the fullest life they can, by offering flexible support options designed to meet individuals needs and outcomes in order to maximise independence.

My Options: Stepping into Work programme

The **My Options Skills and Enterprise Hub** looks to support people to develop work based skills and move towards the world of work in order to fulfil their employment aspirations. In July 2018 the service launched its Stepping into Work Programme.



Tom's Story

Tom is a young man with learning disabilities who has been accessing the My Options Skills and Enterprise Hub. He had identified that he would like to get a job, so was keen to sign up for the programme. With support from the Stepping into Work Team, Tom took up a work experience placement at the council's Café Go! The placement was so successful that Tom has now been offered paid employment at the café.

Shared Lives: Supporting people to live independent lives

Shared Lives looks to support people to maximise their opportunity for independent living.

Cerys is a young lady who had been living with a Shared Lives Carer for some years and in this time she had been supported to gain many skills including cooking, budgeting and all aspects of household tasks.

Cerys wanted to move to her own property and with the support of the Shared Lives Carer she has now moved in and is enjoying having her own home. She has built up a network of friends and gained the independence she wished for.

A number of the My Options Adult Services are regulated by the Care Quality Commission (CQC) and are regularly inspected to ensure they are offering quality care and support to people using the service. Recent inspections have awarded all of My Options regulated services as GOOD in all areas that they are:

- Safe
- Effective
- Caring
- Responsive to people's needs
- Well Led

Further information about the CQC can be found here
<https://www.cqc.org.uk>

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 care budget and enables you to tailor your support to match your needs and outcomes. The Council pays you an amount of money to enable you to manage your support yourself.

What are the benefits of a Direct Payment?

- You arrange and manage your own care.
- You can choose your carer/s yourself, either through an agency or you can employ your own Personal Assistant.
- By arranging your own support, you can make sure that all your care needs are met in the way you want.

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 help will I get to manage my Direct Payment?

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

What is a Personal (Care) Assistants (PA)?

Personal Assistants (PAs) are people you employ to help with your support with Health or Social Care to enable you to live as independently as possible in your home. Personal Assistants are paid an hourly rate depending on the individual employer's circumstances.

What does a Personal (Care) Assistant do?

Working as a Personal Assistant can be a rewarding role and an opportunity to gain experience. You will be working directly with the person and supporting them with tasks to promote their independence, so you can see first-hand the positive impact of your hard work. You will be supporting in a Person Centred way, by tailoring the care to their needs. PAs can help by carrying out a wide range of tasks including:

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

Turn over the page to read Martin's story



Martin's story

Martin lives in Telford and has been supported by Adult Social Care since he was 18 years old. Martin is now 38 years old. He has a Learning Disability, is Autistic and has Sensory Impairment needs; he is visually and hearing impaired. Martin requires support in his life to be in his own home, to go out and about and to do the things that are important to him.

Following Martin's Care Act assessment, which was completed with him and the people important in his life, they agreed that his care and support should be delivered through a Direct Payment. Martin's Direct Payment enables him to have a care team of Personal Assistants, who understand him and are able to support him in a person centred way. His Personal Assistants have now supported him for a number of years, and ensure that they work with him to find the things that are important to him.

Martin lives with his mum, who experiences some health concerns. Martin's Direct Payment provides her with reassurance that Martin's support is right for him and provided by carers who are dedicated

to supporting him in the way he needs. Martin's Direct Payment gives him the flexibility he needs, his identified hours of support as and when he needs the care. It also allows him to choose a staffing team of Personal Assistants with the qualities that are important to him.

As part of Martin's support plan he also has respite care, in recognition of the ongoing care and support his mum provides as his carer. Working with Martin, his mum and his Personal Assistants, Martin's support network has been able to identify a more personable approach to his respite care. Rather than Martin going into a residential home, the Personal Assistants have worked with the Social Worker to design respite care in his own home. This means that Martin's mum can have a break, Martin doesn't need to go somewhere that is unfamiliar to him, with staff that do not know him as well as his Personal Assistants.

Martin's support is right for him, giving him what he needs, in the way he needs it, via a direct payment.

What do you think about our Local Account?

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



Follow us on twitter [@telfordwrekin](https://twitter.com/telfordwrekin)



Find us on facebook

www.facebook.com/telfordandwrekinCouncil

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

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

Let us know



Telford & Wrekin
COUNCIL