



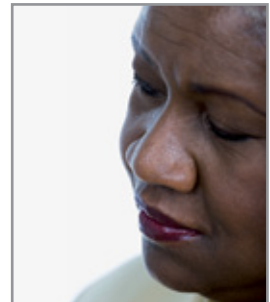
# Adult Social Care Local Account 2010 – 2011

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

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# Introduction

Welcome to our first local account.

Adult Care and Support services delivered by Telford & Wrekin Council continue to make significant improvements to the service we provide to support and help vulnerable people. We still have a lot to do and face financial pressures from Government funding cuts. We also have to manage the impact of significant changes taking place in health and social care at a national level.

We believe that we deliver a good quality and value for money service for people living in Telford and Wrekin. However, we know there are areas we need to improve and develop.

**This local account is a new way for us to let you know what we are doing to improve people's lives in Telford and Wrekin.** The future will be both challenging and exciting as we explore closer working relationships with health. Together with the Telford and Wrekin Clinical Commissioning Group (CCG), we have to develop our local Health & Wellbeing Board and Health & Wellbeing Strategy as part of the Government's Health Service reforms.

We will also continue to work on personalising our services and making sure everyone has access to services in order to live their lives as independently as possible.



**Cllr Liz Clare**  
Cabinet Member



**Paul Clifford**  
Director of Adults, Community  
and Customer Services

# Our Telford and Wrekin

## Population 2010:

**Total = 170,300**

**18-64 = 106,600**

**65-74 = 14,400**

**75+ = 10,400**

**85+ = 2,800**

**8,800 people aged over 65 are living carers alone**

The number of people over the age of 75 is estimated to increase by 4,900 or 47%

The number of people over the age of 85 is estimated to increase by 500 or 17%

The average life expectancy of people in Telford and Wrekin is 77.5 years for men and 82.2 years for women. For men, this is significantly lower than the national life expectancy.

**2,500 people have a Learning Disability**

**16,000 people aged 18-64 have a common mental health disorder**

40,500 residents (25%) of Telford and Wrekin are living in areas ranked in the 20% most deprived nationally for health and disability

**18% of people report having a limiting long-term illness**

6,600 older people (24%) in Telford and Wrekin live in areas ranked in the 20% most deprived nationally for income deprivation affecting older people

**8,000 people aged 18-64 have a moderate or serious physical disability**

38,600 people (24%) within Telford and Wrekin are living in the 20% most deprived areas in England

However, many of these people live independently in the community without community care support.

# What we do

Telford & Wrekin Council provide a range of services to 170,300 residents

These include Education, Housing, Leisure, Libraries, Environmental Services, Planning, Transport, Children's Social Care and Adult Care and Support. It is a major employer in Telford and Wrekin and spends more than £129m every year.

Working with partners, we support people over the age of 18 when they reach a time in their lives when they need some care and support. We also support the family, friends or neighbours who help care for these people. We support:

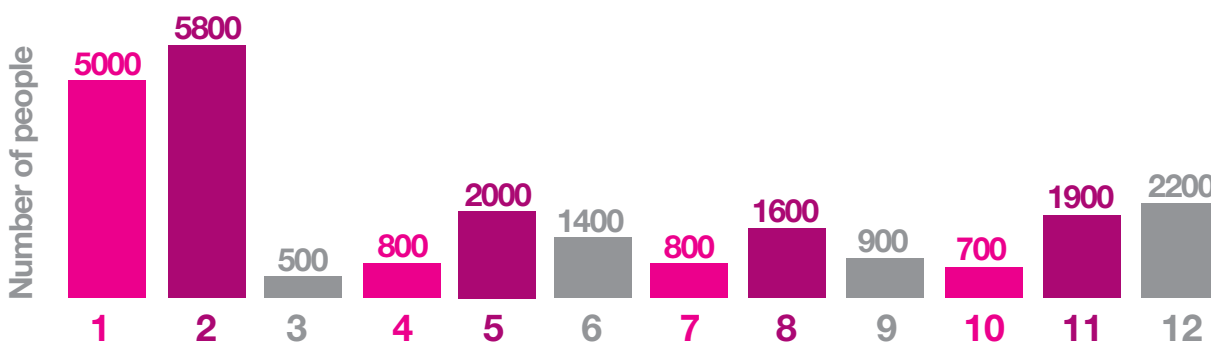
- People with physical disabilities and people with sight or hearing problems
- People with learning disabilities
- People with mental illnesses
- Older People including those with dementia
- People needing drug or alcohol recovery services
- People needing housing related care and support (Supporting People)

There are a number of ways that the support we give can be funded. This includes giving people the choice to find their own care and support to meet their needs, or ask us to arrange a package of care.

Here are some examples of the support we provide or arrange for people:

- 1 A first point of contact Access Service for information, advice and referrals
- 2 Social Worker Services including assessments and reviews
- 3 Safeguarding Adults Investigations
- 4 Meals-on-wheels and other low level help
- 5 Equipment or adaptations to homes to help people live independently
- 6 Short-term enablement help to maintain people's independence
- 7 Day Services and Short Breaks
- 8 Care at Home
- 9 Care in Residential or Nursing Homes
- 10 Drug and alcohol recovery services
- 11 Carer's assessments and services
- 12 Housing related care and support (Supporting People)

## Number of adults receiving care and support from us in 2010/11



# The money we have

## £15.8m

for older people including people with dementia

## £11.4m

for people with a learning disability

## £6.2m

for people with physical disabilities and people with sight or hearing problems

## £3.7m

for Supporting People housing related support

## £3.5m

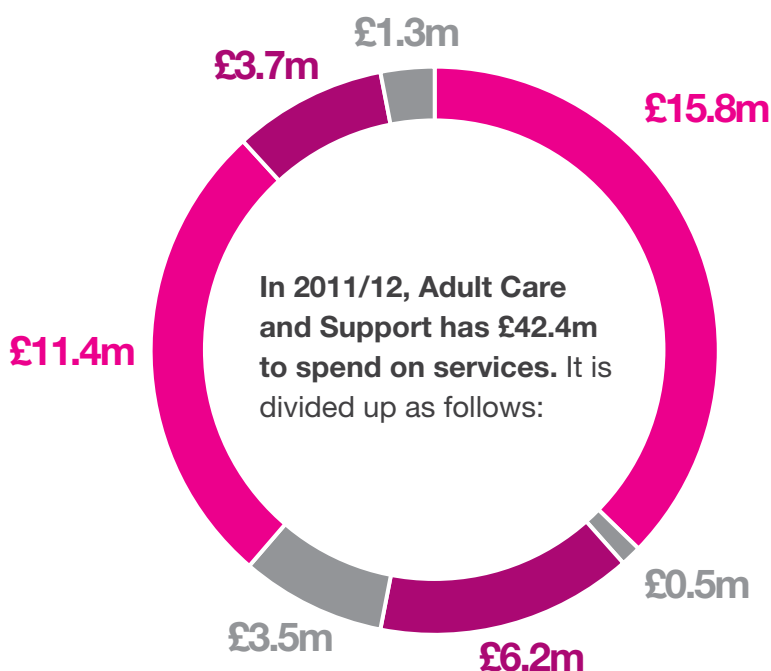
for mental health services

## £1.3m

on other care and support services

## £0.5m

for drug and alcohol recovery services



# Our performance

There are many ways to measure the impact we have on people and communities. Here are some examples of how we are doing:

- Helping people to live at home means **we admit lower numbers of people** to residential and nursing homes than the national average.
- We **reached our target of 30%** of people receiving services through a direct payment or personal budget (self-directed support).
- We are below the national average for how quickly we assess people after they contact us and how quickly we then put services in place.
- The proportion of carers who receive specific carers services or information and advice is **above the national average.**

**78%**

of people over 65 who receive rehabilitation at home were still living at home three months later.

**63%**

of people told us they were satisfied with their care and support services, in line with the national average.

- A recent survey indicated that people who use our services report a lower quality of life than the national average.
- We have a higher number of people who say **finding information about our services is easy.**

**69%**

of people with learning disabilities live in settled accommodation, placing us above the national average.

- When asked how much control they have of their daily lives, people who use our services report similar levels to the national average.

# Our priorities

Our key priorities for this year are:

## **Prevention**

To help people access services which enable them to help themselves as much as possible

## **Enablement**

Provide services which help people live more independent lives and continue to live in their own homes where possible.

## **Personalisation and Choice**

Support people to be more involved in decisions and have more control over the care and support services they use.

## **Dignity and Safety**

Make sure vulnerable people are safeguarded from harm and that people are treated with the respect and dignity we would all want for ourselves.

## **Carers**

Supporting carers to enable them to look after their relatives, friends and neighbours who are ill or vulnerable.

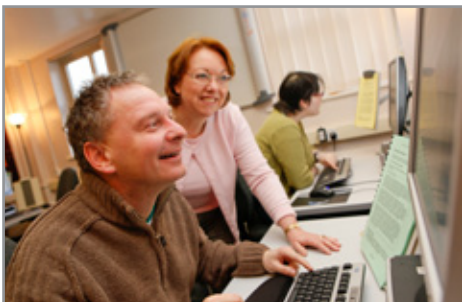
## **Deliver Transformation and Manage Resources**

We need to manage the reduction in Government funding and remodel our services to focus more on the individual, and the personalised approach.

## **Health Transformation and Health & Wellbeing Boards**

Support the smooth transfer of responsibility for health provision from the Primary Care Trust to the Clinical Commissioning Group (CCG) and the Council.

In the following sections we set out what we are doing well and our areas for development against each of these priorities.





# Prevention

To help people access services which enable them to help themselves as much as possible.

## What are we doing well?

- Well established Occupational Therapy service and Home Improvement Agency providing good access to equipment and adaptations to assist with daily living.
- People who use services find it relatively easy to find information about services (4% above the national average).
- A social care directory of services has been published
- Our Home from Hospital support is doing well, including that provided by the Red Cross.
- Our community alarms service supports many people and is highly valued by the people who use it.
- We continue to provide a meals on wheels service.
- There are a range of voluntary sector preventative services in place funded through the Council under service level agreements. For example, WRVS, Age UK, Alzheimer's Society, CVS.
- In a Care Quality Commission review, we are rated as a 'Best Performing' authority for the services we provide to people when they first contact us. We were 11th in the country.

## What are our priorities for improvement?

- Improve access to information and advice in partnership with the voluntary sector.
- Review our Advocacy Services to make sure they are efficient and accessible.
- Review our Supporting People services to improve efficiency and to support early intervention and prevention.
- Make sure investment in preventative services is maintained in the voluntary sector.



Our Access service dealt with approximately 5,000 referrals during 2010/11.

Nearly 400 people received a preventative service at the point of contact including meals or a low level service.

Over 600 people receive advice and information from our access service or were sign posted to another agency.

Almost 1,300 people had access to a community alarm within their home during 2010/11.



I can't thank you enough for your kind understanding and help. You felt like an anchor in a strange world.

With warm appreciation and many thanks.



# Enablement

Provide services which help people live more independent lives and continue to live in their own homes where possible.

## What are we doing well?

- 48% of people who completed a period of reablement did not require any ongoing support.
- TWIGS home gardening service was established, to provide valuable support to vulnerable people whilst developing the employment skills of adults with a Learning Disability.
- Dementia advisors and Admiral Nurses were appointed to improve the support for people diagnosed with dementia.
- We have worked hard to improve the hospital discharge process.
- The Reablement Care beds are being fully used, and we are looking to increase the amount we have.
- Parkwood ExtraCare facility was opened.

## What are our priorities for improvement?

- Full implementation of the Rehabilitation Strategy in partnership with NHS partners to improve the range and availability of these vital services.
- Make sure that most people have access to short term preventative and enablement services before we assess them for long term support.
- Increase the supply of ExtraCare housing to support independent living.
- Develop an Autism action plan to deliver the outcomes of 'Implementing Fulfilling & Rewarding Lives'.
- To support people to achieve greater independence, we will mainstream the use of assistive technology.
- To improve the pathway for young people from children's services to adult services.
- Reduce offending rates of young people looked after by us.



1,405 referrals received by Intermediate care in 2010/11 of whom 877 completed a reablement program.  
Almost 2,300 community care assessments completed by social care during 2010/11.



This is just a small way of saying a big thank you to you all. I have been truly amazed at all the help and dedication you all give and show. You turned a desperate situation into peaceful and liveable place. Your hard work and commitment has enabled me to keep mom at home, where she wanted to be and I will be eternally grateful to you all. Thank you so much.



# Personalisation and Choice

Support people to be more involved in decisions and have more control over the care and support services they use.

## What are we doing well?

- We did a survey to capture views of people going through the community care assessment process. It told us that 93% of people were satisfied with the service we supply.
- Rolling out personal budgets and increasing the take up of direct payments so that more people take increased control over the ongoing support they need
- Our aim is to provide people with their support services promptly. 95% of people said that the wait for services caused them no problems at all.

## What are our priorities for improvement?

- Develop the market to offer more choice to respond to people's needs.
- Increase the use of Personal Budgets.
- Develop a brokerage service to help people organise and manage their care.
- Maximise employment opportunities for vulnerable people.
- Working with partners and local groups to maximise the support provided to people who need it.
- Development of a website to provide information and advice to help people manage their Personal Budgets.
- Make sure that every person who receives a service is reviewed on a regular basis.
- We will do further work to make sure that people understand what support is available to them. Our survey told us that for some people this is not clear.



280 people receive a direct payment during 2010/11.  
1,430 people receive self-directed services.



Lots of 'thank you's' to all of the team that saw us through our problem. They were all very caring and nothing was too much for them - the job they did were all carried out with a pleasant manner and lots of smiles and many encouraging words. We wish the team continues success and one again thank you.



# Dignity and Safety

Make sure vulnerable people are safeguarded from harm and that people are treated with the respect and dignity we would all want for ourselves.

## What we are doing well:

- We provide an adult protection process, linked with a range of wider safe guarding measures, which has succeeded in keeping many vulnerable people safe from harm.
- We continue to play an active role in both the Multi-Agency Public Protection Arrangements (MAPPA) and the Multi-Agency Risk Assessment Conference (MARAC) partnerships.
- We work to increase awareness to make sure that abuse is not hidden, for example the World Action on Elder Abuse Day.
- We make sure safety and well-being are important in the services we buy from the independent and private sector.
- In a survey of people who have been assessed, in the first year, 91% of people agreed they were treated with dignity and respect during the assessment process.

## What are our priorities for improvement?

- Continue to make sure providers (internal and external) follow safe working practices and meet agreed quality and safety standards.
- Look again at the multi-agency policy and procedures (MAAPP) for adult protection, and make changes.
- Look at Advocacy Services to provide improved support for vulnerable adults within the adult protection system.
- Improve the way we gather information about people's experiences.



490 Safeguarding referrals were received during 2010/11.  
379 cases were completed with 127 cases substantiated, 45 partially substantiated, 133 not substantiated and 74 not determined/ inconclusive.



I received the most wonderful treatment from all the Social Services staff including care workers and therapists.



# Carers

Supporting carers to enable them to look after their relatives, friends and neighbours who are ill or vulnerable.

## What are we doing well?

- We developed a framework to monitor improved quality of life for carers.
- The 2009/10 carers survey showed that 83% of carers were satisfied with the support or services they had received.
- The survey showed that 83% of carers get extra support, which has increased since a similar survey in 2009
- We provide a wide variety of services to carers such as relaxation sessions, gym membership and assistance with transport, to try and help ease their situation.
- We have developed a strong Partnership Board and a Carers Forum.
- We have increased the number of carers known to the Council.
- We developed an Admiral Nursing service to support carers who care for people with dementia.
- We developed carer support for people with drug and alcohol problems.
- We launched the Carer's Aware Scheme.

## What are our priorities for improvement?

- Improving the knowledge around carers by completing a needs assessment of carers. This will give a clearer picture of the needs of carers, where they are and who is getting support or services.
- Development of the emergency respite scheme 24/7 emergency response carers service.
- Look at the multi-agency Carer's Strategy and implementation plan.
- Make sure a Carers Champion is in each of the Adult teams to make sure there is a clear focus on carers in all our work.



1460 carer were assessed during 2010/11.  
Nearly 600 carers went on to receiving a direct carers service.  
Over 850 carers received advice and information.



The respite at the moment is all the help I have,  
which is invaluable to me.



# Deliver Transformation and Manage Resources

We need to manage the reduction in Government funding and remodel our services to focus on the individual, and the personalised approach.

We have reviewed our model of service delivery and after three years of consultation and engagement as part of Putting People First review we are implementing a new model of service delivery to make sure we have an organisation fit for purpose.

We are in the process of implementing changes which will become fully operational from April 2012 which will place greater importance on providing high quality information and advice.

We will help people to help themselves by providing prevention and reablement for all who may need support, including young people. We will also offer more choice and control for those requiring ongoing support.

We will also look at our in-house provider services to make sure future services are efficient, effective and able to respond flexibly to the need of people with personal budgets.

# Health Transformation and Health & Wellbeing Boards

We are supporting the smooth transfer of responsibility for health provision from the Primary Care Trust to the Clinical Commissioning Group (CCG) and the Council.

We are also working closely with our colleagues in Health to make sure:

- We develop an effective Health and Wellbeing Board and a Health and Wellbeing Strategy.
- Retain well established joint commissioning arrangements.
- Transfer of the Public Health responsibilities to the local authority.
- Development of Healthwatch to increase the public/patient voice within the NHS and social care.

# For more information on Local Account 2010-2011

We would welcome your views on our Local Account 2010-2011:

**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

# For more information on Adult Care & Support

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