

# Adult Social Care Annual Report Summary 2013/14 (Local Account)

Produced November 2014



# Introduction – setting the context of Adult Social Care

Adult Social Care is part of the People Directorate at the City Council. The service works across the Council and with partners to support adults over the age of 18 and older people who may need social care or support to remain independent within their chosen community. Every year, the Council produces a report about what we did in the previous year, to describe how we're performing against our priorities and our plans for the future. This report covers the period 1st April 2013 to 31st March 2014.

This report aims to provide information to people living in Coventry, some of whom may currently be receiving support. The main annual report can be accessed at [www.coventry.gov.uk/localaccount](http://www.coventry.gov.uk/localaccount)



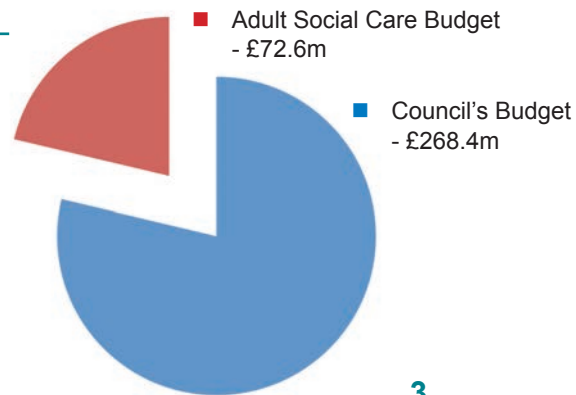
# Facts and Figures

- 9,208 people contacted Adult Social Care compared to 8,600 people in 2012/13 – a 7% increase
- 4,895 had an assessment of their needs completed compared to 4,737 people in 2012/13 – a 3% increase
- Of these, 3,347 received short-term support and did not require ongoing support compared to 2,876 people in 2012/13. This is an increase of 16%
- 1,974 carers were assessed and received information, advice or support
- 7,227 people received support from Adult Social Care during the year in comparison to 8,517 people in 2012/13



# Money

The City Council had a net budget of £268.4m (excluding schools) for 2013/14. Each year, the City Council reviews its budget plans in light of existing and new legislation, its priorities and available resources. In 2013/14 £72.6m was spent on Adult Social Care.





## Key achievements in 2013/14

### Theme



**Information and Advice:** having the information I need, when I need it

- Adult Social Care Direct was launched which reduced the number of access points to Adult Social Care and made it easier for the public to obtain information and advice
- Coventry Carers' Centre trialled and subsequently introduced its telephone helpline on a Saturday
- Dementia Friends is a national initiative by the Alzheimer's Society which has been adopted in Coventry



**Active and supportive communities, including friends and family**

- In March 2014 the Community Development Service was launched
- During the year, the Council's Employment Support Service (TESS) received 75 referrals and supported 38 people into employment
- Carers are supported to take a break from their caring roles and maintain their social and community lives
- The number of people registered with the Carers' Response Emergency Support Service (CRESS) continues to increase and the use of this service has doubled in the last year



## Theme

## Key achievements in 2013/14



**Flexible integrated support:**  
my support,  
my own way



- A draft Better Care Fund plan, for working more closely with our health partners, was agreed
- Disabled Facilities Grants enable adaptations to a person's home. In the last year, the Council provided 376 Disabled Facilities Grants
- Dick Crossman House, a shared supported accommodation for 8 people with learning disabilities, closed and every resident moved to new build accommodation where they no longer have to share facilities with others (see case study on page 7)
- The Active Reach project, part of The Pod, works in partnership with Groundwork West Midlands to support people to improve their mental health and physical health through sustained access to sporting activities



**Workforce:**  
my support staff



- The Social Care Commitment is the sector's promise to provide people who need care and support with high quality services. All Council-provided services have embraced the principles of the Commitment
- A multi-agency training programme involving people with autism was developed and delivered to over 300 staff members across health, social care and the third sector. This training programme has raised awareness of autism and how to effectively work with people on the autistic spectrum

## Theme



### Positive risk enablement: feeling in control and safe



## Key achievements in 2013/14

- We received 1,002 safeguarding alerts in 2013/14 representing a 24% increase from the previous year. This indicates that there is further improvement in the general awareness of safeguarding across the city and that people know how to raise an alert
- Grapevine, in partnership with the Council and the Community Safety Partnership, launched Safe Places, a scheme to help people with disabilities to be part of their community and feel safe using shops, cafes and entertainment venues



### Personal Budgets and self-funding: my money



- Through regional working, we have been able to gain access to tools and guidance that have supported us to review our current offer and enable people to have more choice and control over their support. This work will be further developed over the next year
- During the year, a new service was trialled with Penderels Trust, a local voluntary organisation paid by the Council to support people in managing their personal budget or direct payment. The new Suitable Person Service provides the opportunity for some people with physical disabilities to have their personal budget managed by a 'suitable person', a member of staff from Penderels Trust



## Case study - independent living John's story

### Background:

John has lived at Dick Crossman House which provided supported living accommodation for adults with learning disabilities, most of his adult life, and was comfortable living there. Although John had his own room, it wasn't very big. John had privacy but it did get noisy sometimes, which he didn't like.



### Action:

When John found out he would be moving away and to somewhere different he got very worried about what might happen and how much his life would change. It took him a while to understand what his flat would be like. He went to the tenants' meetings and staff told everyone about what was going to happen which started to put his mind at rest.

Everyone would get a brand new flat with their own lounge, bathroom, bedroom and kitchen.

As moving day got closer he started to buy items for his new flat. He knew straight away what colour he wanted the kitchen to be, so he bought everything in red: microwave, tea towels, tea/coffee pots. John was very clear that he wanted a 'chocolate brown leather recliner sofa and chair' and a memory foam mattress for his new double bed. Staff helped him go to local shops to choose furniture.

### Impact:

John said: "Now that I am finally moved in I am absolutely loving my new flat. I like the intercom with a little TV so I can see who is at the door and my mum says she likes it as well. My life is really relaxed now and very quiet, I have something to call my own and it is so much better not having to share a kitchen and bathroom with someone else."



# Key challenges



By 2016 Coventry City Council will have had its government funding cut by nearly a half since 2010. This means significant savings need to be made to help the Council balance its budget. Adult Social Care will be required to make savings too. We must use these diminishing resources in the best way we can to support Coventry citizens and deliver the objectives set out in the City Council 10-year plan. This is at a time when we know there will be more older people, more people living with long-term health conditions and more people needing support from family and friends.

To support the delivery of change, an Adult Social Care Commissioning and Personalisation Plan has been developed which includes an action plan on what changes we propose to make, how these changes will be delivered, and most importantly what improvement we will expect to see as a result over the next two years. The plan is available at

[www.coventry.gov.uk/adultsocialcarecpp2014](http://www.coventry.gov.uk/adultsocialcarecpp2014)



The action to be taken across Adult Social Care to meet the challenges described will be delivered through progressing three key areas of activity:

- **Managing Demand:**  
Actions to stop or significantly delay the requirement for ongoing care and support services
- **Managing the Support System:**  
Actions to ensure care and support is arranged effectively with appropriate degrees of user choice, control and effective use of resources
- **Managing Supply:**  
Actions to ensure there is an appropriate supply of a range of social care and support services to meet the needs of people who will require them

Coventry City Council remains committed to supporting the most vulnerable and ensuring personalised support provides people with choice and control over their lives.



# What's next and priorities



For 2014/15 our key priorities are linked to two major policy developments from Central Government, which will change the way Adult Social Care services are delivered from April 2015 onwards. These are the Care Act 2014 and the Better Care Fund Programme.

During 2013/14 Central Government consulted upon changes to the law which governs Adult Social Care. In May 2014 the Care Act received Royal Assent. The central objective of the Care Act will be to create a single statute for adult care and support in England.

The Act is built around people, The Act:

- Ensures that people's well-being, and the outcomes which matter to them, will be at the heart of every decision that is made
- Puts carers on the same footing as those they care for
- Creates a new focus on preventing and delaying needs for care and support, rather than only intervening at crisis point, and building on the strengths in the community
- Embeds rights to choice, through care plans and personal budgets, and ensures a range of high quality services are available locally



## Priorities linked to the Care Act 2014 are:

Priority	Action	Outcome	Timescale
<b>Implementation of Care Act</b>			
<p><b>Prepare for Care Act 2014 implementation</b></p> 	<p>The Care Act Implementation Board has responsibility for Care Act implementation. The Board will oversee key areas of activity on:</p> <ul style="list-style-type: none"> <li>■ Information, prevention and advice</li> <li>■ Assessment, eligibility, support planning and personalisation</li> <li>■ Care markets</li> <li>■ Charging or paying for care</li> <li>■ Information Technology (IT)</li> </ul>	<p>Be reform ready.</p>	<p>By 1st April 2015 (excluding funding reform provisions within the Act)</p> <p>By 1st April 2016 for funding reform provisions.</p>
<b>Theme – Supporting Carers</b>			
<p><b>Continue to support carers to enable them to continue caring</b></p> 	<p>Complete the review of Carers' Services, in consultation with carers. This will enable us to understand what type of support has the greatest impact on carers' lives.</p>	<p>New Multi-Agency Carers' Strategy produced. This strategy will provide details about the services that will provide support to carers, in the future, in line with the Care Act.</p>	<p>Strategy produced by April 2015</p> <p>New services commissioned by October 2015</p>

# Priorities linked to the Care Act 2014 are:

## Priority

## Action

## Outcome

## Timescale

### Theme – Supporting People with Disabilities

**Develop an all age disability approach for supporting children, young people and adults with disabilities**

Create a new All Age Disability Service. This multi-disciplinary team will include children and adult social workers, community nurses, therapists and education staff.

The new service will provide co-ordinated support to people with disabilities across education, health and social care; taking a whole-life approach to care and support planning.

The long-term aim is to improve people's quality of life and reduce the number of people with disabilities living outside of the city.

By September 2014 Implemented



# Better Care Fund

The Better Care Fund is a single, pooled budget to support health and social care services to work more closely together in local areas. The aim of the Better Care Fund is to deliver better services to older people and those with long-term conditions by ensuring they receive the right support, in the right place and at the right time. Our plan has three workstreams. These are:

1. Short-term services to maximise independence
2. Long-term care and support
3. Dementia

A Better Care Plan was submitted to Central Government in April 2014. The plan will continue to be worked upon during 2014. The Better Care Fund budget will formally begin from April 2015.



## Priorities linked to Better Care Fund are:

Priority	Action	Outcome	Timescale
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### Theme - Short Term Services To Maximise Independence (Reablement)

Increase use of technology to enable people to live independently in their own homes



Develop and implement an enhanced Telecare offer, initially for older people, as part of a reablement package.

Enhanced Telecare operational and enabling people to maximise their independence and reduce the requirement for long-term support.

By September 2014

Implemented

### Theme - Supporting People with Dementia

To enable people with dementia and their carers to be as independent as possible, for as long as possible



Undertake a review of post-diagnostic support available to people with dementia and their carers. People with dementia and their carers will be involved in the review via a public consultation.

A revised 'menu' of post-diagnostic support to be developed following the consultation. Post-diagnostic support will be tailored to the individual's needs.

Review completed by April 2015



## Contact us

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More information about Adult Social Care can be found at  
[www.coventry.gov.uk/adultsocialcare](http://www.coventry.gov.uk/adultsocialcare)

If you need this information in another format or  
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