

# The Coventry Adult Social Care Offer



## **What you can expect from the Council's Adult Social Care and Support Services**

A lot of adult social care support is run by the Council as well as other providers and networks including the NHS and voluntary groups.

These notes explain what we, as a Council, are setting out to achieve in supporting people, who come into contact with adult social care services, as well as explain the way we will provide this support.

By writing down our approach it helps people to know and understand that we have their best interests at heart and to reassure people – including service users, customers, residents' and carers – that their wellbeing is at the centre of everything we do.

**It covers our approach, how we will deliver services, and it includes a link to other useful contacts.**

We want you to have every opportunity to tell us your experience of care services and to give us feedback.

## **Our Approach**

Coventry City Council Adult Social Care Service is one of several services that make up Coventry and Warwickshire Health and Care Partnership.

This partnership is striving to achieve a simple and common-sense shared vision that:

*We will do all we can to enable people across Coventry and Warwickshire to pursue happy, healthy lives and put people at the heart of everything we do.*

To achieve this people, who contact us or use local care services, should expect to:

*Lead a healthy, independent, and fulfilled life within a strong community and experience both effective and sustainable health and care services.*

## **People at the heart of our work**

Our work in Adult Social Care, at every level, intends to provide support to the residents of Coventry, in the least intrusive manner possible, based on the assets, resources and abilities that are available to them.

That's why promoting independent living is at the heart of everything we do.

We also have a responsibility to promote equality and diversity across all areas of our work, providing a service that is fair, personalised and meets diverse needs.

This includes things like access to interpretation, translation and advocacy to ensure our support is accessible for all.



## **Our response when someone contacts the Adult Social Care Service.**

We will consider how the care we can provide will fit with the lives that people wish to live and enjoy with their family, friends and within their community.

The best solutions are often found in the neighbourhoods and community settings where people live.

## **There are a number of commitments we make:**

<b>Taking a strength-based approach</b> We are committed to enabling people to have the skills they need to live as independently as possible doing the things that are important to them and making use of what's available in local communities.	<b>Helping people to stay at home</b> We will look at how we can adapt people's home or provide equipment or if unable to do so explore alternative accommodation to enable people to live an independent life more easily.	<b>Living and ageing well</b> We will help people think their needs for care and support and plan for how they can live the best life possible both now and into older age. We enable people to find solutions that work best for them.	<b>Making the best use of resources</b> We will aim to provide the right amount of support to meet people's needs and what people want to achieve, considering costs and looking at innovative ways to deliver care and support.
<b>Joined up care and support</b> We will work closely within the Council and with different organisations, including the NHS, to support people to achieve what is important to them. Organisations chosen to provide services will be monitored and we will act if there are concerns.	<b>Keeping people safe</b> We will help people stay well and safe from harm and abuse, working alongside other organisations when we need to, and supporting people to make their own choices.	<b>Carers are at the heart of all we do</b> We recognise, value and support the vital role of unpaid carers and will support them to continue caring, as well as support them if the caring responsibilities change or end.	<b>Committed workforce</b> We have a valued and respected Adult Social Care workforce and will support and develop those in the Council and those of our partners, equipping them with the skills, knowledge, values and attributes to provide effective care and support.

## **Feedback from service users, carers, and the wider community to improve services**

We will involve experts by experience when developing new approaches. Also, we will use feedback from individual care and support reviews and provider quality assurance visits to help continually adapt services.

## **How you can play a part**

We will ask you and your family or carers network to identify where there is local community support that can help meet your needs; receive support from family and carers when and if appropriate and look after yourself and lead a healthy lifestyle.

## ○ How we will deliver our Adult Social Care Services

A variety of services are available.

See details at [www.coventry.gov.uk/care-support/types-support](http://www.coventry.gov.uk/care-support/types-support)

The webpage also explains in more detail about:

- support for unpaid carers;
- about equipment and home adaptations;
- day opportunities – in day centres or personalised support;
- direct payments to individuals so they can organise their own social care and support services;
- home support with things like personal care and cooked meals;
- reablement support – to regain skills to help with independent living;
- housing with care – having your own flat and care on site;
- care homes.

Plus, details of lots of support for carers to help them in their carers' roles.

### **Contacting adult social care if support is needed.**

When someone first contacts Adult Social Care it will be because there is an identified or recognised need for some sort of care to help a person live independently.

Contact can be made on the Council's website at

[www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care) or to Adult Social Care Direct on: **024 7683 3003** or by E-mail: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

**Next Generation Text (also known as Text Relay and TypeTalk):  
Call 18001 024 7683 3003**

## ○ Advice

In response we will look at every way to help you to live independently without the intrusion of care services. For example, we may simply be able to advise you on changes you could make in your home to live a better life.

It could be a telecare phone line which provide help 24/7. So, for example, you could call a monitoring number if you had a fall at home.

## ○ Short term support

Or, you may be offered support for a short period of time, with someone like an occupational therapist, to regain skills to help you do more for yourself.

We will put together a plan which will state how long it will last – which could be for six weeks - and provide an assessment to help you in the future. This would outline what choices are available to you going forward.

If you need ongoing care, we will look at whether you need further support and move on to the next stage. This stage of the assessment includes making decisions about your ongoing needs and whether you are eligible for continued support from the Council. It will also involve having a financial assessment.

[www.coventry.gov.uk/money-legal-matters/financial-assessment-overview](http://www.coventry.gov.uk/money-legal-matters/financial-assessment-overview) to find out if you need to pay towards the cost of your care.

## ○ Assessing your needs

If you appear to have ongoing care and support needs, then we will provide a care and support assessment. To assist us all to determine what support you can receive through the Council and how much you will have to pay towards your care, we will use the guidance set out in the Care Act 2014 explained here

[www.legislation.gov.uk/ukpga/2014/23/contents/enacted](http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted)

If the care and support is after a stay in hospital, we will make sure support is in place when it is needed so you can return home safely. Discharge pathways can be found here

[www.coventry.gov.uk/nhs-services/guide-short-term-discharge-assessment-2a-services](http://www.coventry.gov.uk/nhs-services/guide-short-term-discharge-assessment-2a-services)

If you require independent support to help you to understand information or to express your views, we will make sure this is available for you. We can support you with this by involving a suitable family member or friend or Advocate if needed.

If you need to pay for some of the support we provide for you, we will ask you to complete a financial assessment [www.coventry.bettercare.org.uk/#/home](http://www.coventry.bettercare.org.uk/#/home)

## ○ Personal budgets

During the assessment, we will agree the level of support required and translate this into an amount of money required to meet your needs - we call this a personal budget.

Once you know your personal budget and what it will deliver, there are a number of ways you can manage your support. You can choose to: have more choice and control over your care and organise your own support, manage your budget, and make all payments yourself. We call this a Direct Payment. Or have us organise support for you within the levels of your budget and make all the payments. Any contribution you make towards the cost of your support package is paid to the Council.

## ○ Your care and support plan

We will write down the solutions we have agreed with you in a care and support plan. This will be detailed and will list what services will be provided, how they will meet your needs, when they will be provided and who will provide them.

Where a care and support plan includes financial support provided by the Council, your plan will set out a budget agreed to meet your assessed needs.

## ○ Reviewing your needs

We will work with you to monitor your care and support and to see if your care needs change over time.

## ○ Carers

We can also offer carers' assessments if a person is providing unpaid care.

We will complete a support plan alongside the person you are caring for and will work alongside the Carers Trust Heart of England [www.carerstrusthofs.org.uk/](http://www.carerstrusthofs.org.uk/)

## ○ Contact Coventry City Council Adult Social Care Direct

This is the first point of referrals in Coventry. Call **024 7683 3003**

or E-mail: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) or visit

[www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

**Next Generation Text (also known as Text Relay and TypeTalk):**

**Call 18001 024 7683 3003**