



Adult Social Care

Annual Report 2014/15

Local Account



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Introduction

Setting the context of Adult Social Care

Social care provides care, support, and safeguards for people in our communities who have the highest level of need and for their carers. Good care and support transforms lives, helping people to live good lives, or the best they can, in a variety of circumstances. It enhances health and well-being, increasing independence, choice and control.

Social care is a vital connector to other public services, especially the NHS but also local housing and community services. It works in partnership with community groups, voluntary and private providers and organisations that represent people who use services. (*ADASS Distinctive, Valued, Personal. Why Social Care Matters: The Next Five Years (2015)*).

Adult Social Care in Coventry is part of the People Directorate at Coventry City Council. Social care responds to a wide range of needs - from an 18 year old with autism who needs support to leave home to an 80 year old with dementia who needs protection as well as personal care. It helps people to live as independently as possible, protects people from harm in vulnerable situations, balances risks with rights and offers essential help in times of crisis.

Every year, the Council produces a report to summarise the key achievements of the previous year in delivering Adult Social Care in Coventry, our performance against our priorities and our plans for the future. By acknowledging what we have done well and where we need to improve, we can be transparent and accountable to the people who live in Coventry. This report covers the period 1st April 2014 to 31st March 2015.

Making a difference

It is vital that we understand the extent to which the support we provide to people is making a positive difference to their lives. In order to help us do this we work with organisations including 'Think Local, Act Personal' (TLAP), a national partnership of over 30 organisations that started in 2011. TLAP aims to transform the way care services are delivered through working with people who use services and their carers to improve adult health and social care through personalised and community-based support. They have produced a number of 'Making it Real' themes that set out what people want to see and experience and what they would expect to find when support services are personalised.

By structuring our annual report based on these themes we are able to evidence our progress towards enabling people to have more choice and control so they can live full and independent lives.

The Making it Real themes are as follows:

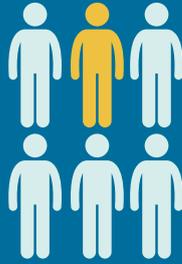
- **information and advice:** having the information I need, when I need it
- **active and supportive communities:** keeping friends, family and place
- **flexible integrated care and support:** my support, my own way
- **workforce:** my support staff
- **risk enablement:** feeling in control and safe
- **personal budgets and self-funding:** my money

Facts and Figures

(covering the period from 1st April 2014 to 31st March 2015)

The number of requests for support received from new clients during the year was

9747



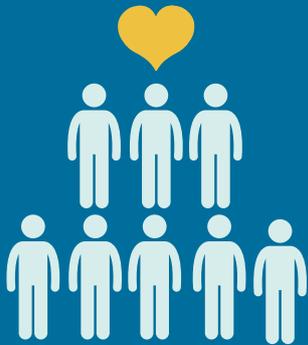
The number of new clients whose request resulted in a period of Short-Term Support (to Maximise Independence) was

1569

Of these new clients,

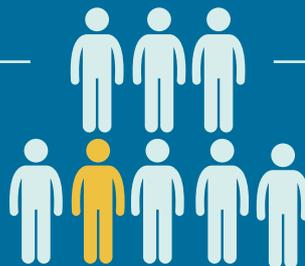
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did not go on to require ongoing long-term support in the year.



The total number of people accessing long-term support during the year to 31st March 2015 was

4429



The number of existing clients who also received Short-Term Support (to Maximise Independence) during the year was

522

Additionally
2308
carers received support during the year or were assessed and provided with information and advice

Coventry City Council

Adult Social Care Workforce

Over the last few years the workforce in Adult Social Care has been reduced. There were 1354 workers on 31st July 2013 compared to 1222 on 31st July 2014.

These reductions are due to budget cuts from central government. As a consequence the amount of services provided has reduced, with services being prioritised on providing support to the most vulnerable in our communities. This trend is likely to continue over the coming years, given the context of further forecasted budget reductions.

Money

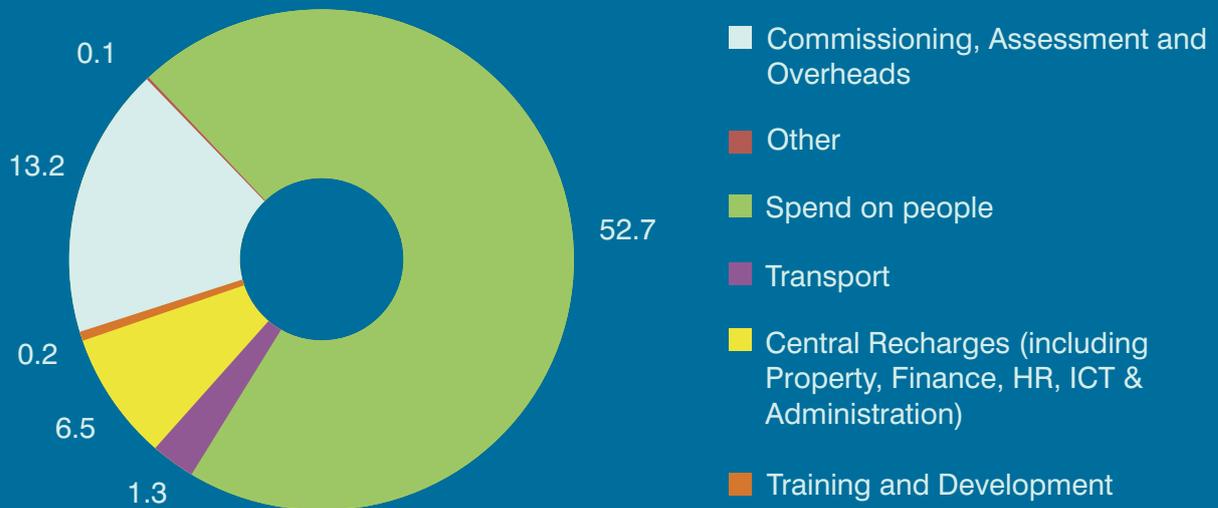
The Council is a large organisation spending a net £260.7m on revenue activity during 2014/15. Each year, the Council reviews its spending in light of existing and new legislation, the demographics of the city, available resources and the Council's own priorities and objectives in order to set a budget.

As resources continued to be reduced, significant financial pressure existed throughout 2014/15 and, with a further reduction in Revenue Support Grant of £24m for 2015/16, this pressure will continue into the future.

In overall terms, between 2010/11 and 2015/16 the reduced Government funding is equivalent to a like-for-like reduction of £638 for every Coventry household.

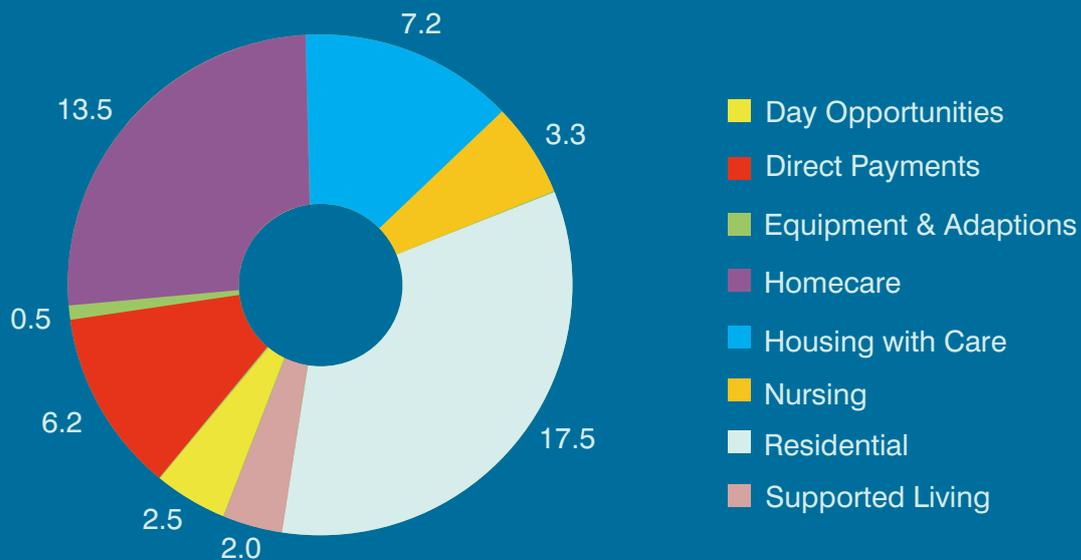
Directorate	2014/15 Net Budget (£m)	2014/15 Outturn (£m)	2014/15 Variance (£m)
Chief Executives	2.0	2.0	0.0
Public Health	0.1	0.1	0.0
Place	33.5	33.0	(0.5)
People	155.0	161.4	6.4
Resources	13.7	11.5	(2.2)
Contingency & Central Budgets	54.2	52.7	(1.5)
Subtotal	258.5	260.7	2.2
Contribution from Reserves		(2.2)	(2.2)
Total City Council	258.5	258.5	0.0

2014/15 Adult Social Care Net Spend (£74.0m)



The 'Spend on People' referred to in the previous chart was spent across the following services:

2014/15 Net Spend on Services (£52.7m)



Key Challenges

Continuing to meet the expectations and requirements of the Care Act 2014 provide both a great challenge and opportunity for Adult Social Care in Coventry.

The challenges exist in ensuring our workforce continues to develop its knowledge and expertise to work with people in a way that is truly personalised and supports their well-being. This is applicable to both our directly employed workforce and the workforce employed by other organisations that deliver Adult Social Care on our behalf.

Going hand in hand with the challenges of legislative change is the opportunity presented to change how we support people, with the individual being very much at the centre. Our new Principal Social Worker, the champion of social work practice within the Local Authority, will be fundamental to supporting how we shape our services and how we respond to people. We also need to think more broadly about the wider ability of the City Council to support Adult Social Care. For example, the contribution of Public Health to prevention and the work underway in the city to improve our environment and create jobs through economic regeneration all play a part in the well-being of our residents.

The financial challenges facing the Council and Adult Social Care remain significant. How we can continue to meet the needs of our population with a reducing resource base is an issue for the Council alongside its health partners. Ensuring that services are integrated, wherever possible, will provide one way to manage resources more effectively, although it is clear that difficult decisions will need to continue to be made as to how and where our limited resources can be put to greatest effect.

Update on priorities we highlighted for 2014/15

In last year's Annual Report we committed to a number of priorities for 2014/15 and said we would improve on a number of areas. Here is the progress we have made:

Care Act 2014

We said we would:

Ensure that we were ready for the introduction of the Care Act 2014 on 1 April 2015. This is the most significant piece of legislation governing Adult Social Care to be introduced for over 60 years.

We achieved...

Successful implementation of the Act.

In order to do this we delivered important changes in a number of areas including:

- **Prevention** – we improved how we respond to people when they first contact Adult Social Care, improved our information and advice, enhanced our Telecare service and made changes to how we provide short-term support. We also produced a new Target Operating Model to make it easier for people to understand what happens once they contact Adult Social Care.
- **Personalisation** – we extended local advocacy arrangements to support people who have a 'substantial difficulty' in being fully involved in making decisions about their care and support.
- **Carers** – we entered into a new arrangement with the Carers Trust to improve how we respond to Carers. The Carers Trust now undertake some carers' assessments on behalf of the Council.
- **Commissioning** – we produced and launched our first Market Position Statement which described to providers of Adult Social Care the type of market we want to develop in the city.
- **Communication** – we produced a range of communication materials to ensure that the impact of the Care Act was communicated clearly to people that live in the city.

	<ul style="list-style-type: none"> • Universal deferred payment scheme – we established a scheme that allows people to defer their care costs until they choose to sell their home, or until after their death. • Amendments to existing charging policy – we consulted on a range of proposals for changes to our charging policy to bring this into line with the requirements of the Care Act. <p>During 2015 and beyond we will continue to develop our work to meet the requirements of the Care Act particularly around well-being, prevention and integrated services.</p>
<p>We said we would: Continue to support carers to enable them to continue caring.</p>	<p>We completed... a review of Carers’ Services to help plan future commissioning options for carers and for people living with dementia. This included surveys and focus groups during June and July 2014 with carers, staff in health and social care and service providers as well as us taking account of what we already know.</p> <p>We will use this feedback to develop our support to carers during 2015.</p>
<p>We said we would: Develop an all-age disability approach for supporting children, young people and adults with disabilities.</p>	<p>We created... an All Age Disability Team to work alongside people with disabilities and their carers across 3 age groups (0-14s, 15-25s, and over 26s) to support their personal, social care and health outcomes.</p> <p>The team is made up of Social Workers, Occupational Therapists and Special Education Needs Officers from the Council and Consultant Psychiatrists, Community Nurses, Health Occupational Therapists, Speech and Language Therapists and Psychologists from the Coventry and Warwickshire Partnership Trust.</p>

	<p>Team members work together to support people and their carers and to provide care solutions that are personalised, local, minimally restrictive and best value.</p> <p>Now that the team is in place there is further work to do to drive demonstrable improvements for people with disabilities from this new way of working.</p>
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Better Care Fund

<p>We said we would: Increase use of technology to enable people to live independently in their own homes.</p>	<p>We implemented... an enhanced Telecare offer across the city, providing support across all client groups and care settings as a core element of our Home First offer.</p> <p>Telecare is provided at the centre of reablement support in the community and, enabling people to maximise their independence and reduce the requirement for long-term support.</p>
<p>We said we would: Enable people with dementia and their carers to be as independent as possible, for as long as possible.</p>	<p>We completed... a review of post-diagnostic support available to people with dementia and their carers which identified opportunities to clarify the support available from the Alzheimer’s Society.</p> <p>As a result a new Dementia Navigator role will be introduced in September 2015 to work with people with dementia and their friends/family.</p> <p>A standard information pack has also been developed for people at the point of diagnosis, in order to ensure that people have basic information, including Alzheimer’s Society support and the dementia portal.</p> <p>www.livingwellwithdementia.org</p>

Key Achievements (based on the 6 TLAP statements)

TLAP 1) Information and Advice: having the information I need, when I need it

This means:

- having the information and advice you need in order to remain as independent as possible
- having access to easy to understand information about care and support which is consistent, accurate and up to date
- knowing where to get information about what is going on in your community

1.1 Improved health and social care information on website

The website content for Adult Social Care has been updated to support people to find all the information they may need about care and support. The overall aim was to improve content and make it easier for people to find information and understand it, using a question and answer format for key pages.

Further improvements will be made during 2015 using the feedback from user testing. This work has been completed as part of the Care Act Implementation programme.

1.2 Care and Support Directory

A new Care and Support Directory has been developed to help people find information on care and support options in the local area. The directory includes information about different types of support available in Coventry including; Day Opportunities, Home Support, Housing with Care, Residential Care, Nursing Care and our Shared Lives Scheme. The directory also provides details of organisations that provide information and advice about social care to help people make informed choices about the options available to them.

1.3 Community Activities Directory

A new, city-wide directory of community activities, ranging from Archery to Zumba, has been developed to help residents discover some of the groups and activities available on their doorstep. Coventry City Council's Community Development Service has created the directory in order to provide a single point of access to a wide range of community activities across the city. There are currently over 700 groups and activities listed, with more being added every day.

1.4 Healthwatch Coventry Information Access Points

Healthwatch Coventry is the independent champion for health and social care in the city. Part of their role is to provide the public with basic information about health and social care services. Information Access Points were established in 2014 to provide this service. These access points have been established in all libraries and within other voluntary organisations, like Age UK Coventry and Carers Trust. There have been a total of 372 enquiries through the Access Points from April 2014 through to April 2015.

1.5 Advocacy Services

During 2014/15 work was undertaken to reconfigure existing advocacy services to meet the new requirements of the Care Act from April 2015. These new services were implemented on 1st April 2015.

An 18 month pilot service was developed through Age UK Coventry and Coventry and Warwickshire Grapevine working in partnership to deliver advocacy to enable participation in assessments, reviews and safeguarding. This includes the provision of a single point of access and referral system for all advocacy required under the Care Act.

Case Study 1

Being a Carer – Helen’s Story

Background

Helen is a 72 year old lady who cares for her 50 year old son who experiences mental ill health. He lives independently in the community and does not receive statutory services. However, without his mum’s support on a daily basis this would not be possible.

Action

Helen had a Carer’s Assessment in 2014 which identified that she had become very isolated and was seeing less of her family and friends because it was difficult to find the time to manage her own household and support her son. She has deteriorating physical health and the pressure of caring was impacting on her further.

The outcomes she wanted to achieve were to take up her hobby of photography again as she had stopped taking time for herself, and to maintain better contact with family and friends. She had a personal budget which she used to buy a tablet device – she uses this for photography and for keeping in touch by email and video link with family and friends.

Impact

Helen wrote to thank us earlier this year. “Thank you very much for enabling me to buy a tablet. It has made a big difference to my life as a carer for my son because I now have a greater contact with family and friends.”

TLAP 2) Active and supportive communities, keeping friends, family and place

This means:

- having a network of people who support you – carers, family, friends, community and if needed paid support staff
- having opportunities to train, study, work or engage in activities that match your interests, skills, abilities
- feeling welcomed and included in your local community

2.1 Community Development Service

The Community Development Service was established in 2014 and has made good progress during the last 12 months in contributing to the delivery of the Council's "Active Citizens, Strong Communities Strategy". The strategy aims to deliver asset based working in the city; through working alongside communities, partners and the voluntary sector. The service focuses on supporting community groups to develop and engages with local communities to provide improved outcomes. The support that the service offers includes helping groups access funding and connecting people and groups together.

2.2 Carers Support Improvements

Support for carers to take a break is now on a more flexible and individual basis through a combined assessment of the person cared for and the carer in line with the Care Act.

Two of the main organisations in the city that provide support to carers, Crossroads Care and Coventry Carers' Centre, merged in June 2015 to form a new organisation called Carers Trust - Heart of England which provides a one stop shop for carers support. This has given us a unique opportunity to develop services for carers as part of an 18 month pilot scheme.

2.3 The Pod Update - Food Union and Time Union Coventry

In December 2014, The Pod, which supports people in their mental health recovery journey, launched two city-wide projects to further inspire change as a progressive community catalyst. Citizens from all over the city were given the opportunity to take part in shaping Food Union and Time Union projects through contributing their ideas at events held prior to the launch date. These were well attended and featured energetic discussions and inspiring talks from supporters.

Food Union

Food Union was designed to create conversation, community and action around food and also focuses on food growing. The Pod currently runs two weekly cooking events aimed at bringing people together to experiment with local, fresh, healthy, low-cost produce. These events have seen around 20 people directly participating in food preparation, and many more tasting the food or buying it during our Revive Café 'Takeover' sessions.



“The food is fresher, fresh herbs, fresh smells, fresh ingredients, adventurous, the people preparing the food were really friendly and enthusiastic...”



“I just want to state my amazement of The Pod. What a fantastic place buzzing full of life, excitement, interest”

Time Union

Time Union is a city-wide time bank, based on the simple idea that members give an hour of time, and then get an hour back in return. Time Union is open to all adults in the city (18+). Time Union has gained a diverse membership including professionals, artists, service users, students, and unemployed and retired people. The flexibility for people to fit ‘timebanking’



into any schedule has made this possible. Time Union has been widely promoted and targeted across Coventry, as a main aim is to break down perceived barriers between people and between different areas of the city.

“Thanks very much Gemma for putting me in touch with Fred, who applied his magic on getting an old 70’s stereogram up and working. It did take just over an hour, but with a few drops of oil, the motor for the turntable began spinning! It was estimated that it would have cost a thousand to get someone to look at it – so I couldn’t be happier! I am only too glad to be a part of Time Union and hope I can be as helpful to someone as Fred has been for me.”

2.4 Learning Disability Day Opportunities – ‘Do You Wanna Be A Star?’

“Do You Wanna Be A Star”, a group of people with learning disabilities who regularly meet up and showcase their talents, was a finalist at the National Learning Disability Awards 2014, having been shortlisted for the People’s Award. This award celebrates individuals or organisations who offer exceptional encouragement and support for individuals with learning disabilities and/or autism in providing support services and/or personal development and inclusion.

2.5 Age Friendly Cities Update

Coventry was one of the first cities in the UK to adopt the Age Friendly Cities (AFC) programme which aims to prepare for the rapid ageing of populations and improve the quality of life for older people. Coventry City Council, Age UK Coventry and Coventry University are working in partnership to plan and implement the AFC programme to promote active ageing.

The programme of work began in October 2014 and has involved a variety of activities and events to date. These activities included learning from other AFC across the UK, stakeholder mapping and engagement work, completion of a baseline assessment and shaping themed action plans for the first year of programme delivery.



Case Study 2

The Pod – Robert’s Story

Background

Robert was referred to The Pod by Reach as part of a pilot scheme in which 16-18 year olds will receive six sessions from development workers. Prior to this, he was supported by Child and Adolescent Mental Health Services (CAMHS) for several years with continued intervention via the Journey Team at Mind. At the time of referral Robert was feeling socially isolated and suffers with low self-esteem due to him being regularly bullied.

Robert highlighted a desire to have more day to day stimulation and activity and is passionate about gaming.

Action

Robert and his development worker looked at the BAFTA Young Games Designer Awards website, a resource Robert had not been aware of previously. This presented Robert with an encouraging insight into the accessibility and developmental platforms into the games industry and ignited a plan to submit his own game concept or playable game.

Robert assembled a small team to help him do this.

Robert was also signposted to several emerging games professionals selected for BAFTA Breakthrough Brits in 2013 and contacted them for advice. He received replies from every single one (including a BAFTA winner). They all offered thorough foundation planning and career advice and even encouraged him to keep them updated with his project.

Following this, Robert met with Samantha Clarke from the Serious Games Institute in Coventry to gain an understanding into what they do and explore significant learning opportunities within his hometown. Samantha also offered to mentor Robert through his Young Games Designer project.

Impact

Since being referred to The Pod, Robert said: *“It’s been important to me in terms of my overall happiness and self-belief. I am much happier and don’t mope around as much as I used to. I’m also more motivated and entrepreneurial since attending The Pod.”*

TLAP 3) Flexible integrated support: my support, my own way

This means:

- being in control of planning your care and support
- having care and support that is directed by you and responsive to your needs
- having support that is coordinated, co-operative and works well together and knowing who to contact to get things changed

3.1 Better Care Fund

The Better Care Fund (BCF) is a national programme to support the transformation and integration of Health and Social Care so that local people receive improved care. It is a real opportunity for change, so that people receive the right care and support at the right time, in the right place.

On 22nd December 2014, NHS England approved Coventry's plan that incorporated the pooling of £52 million worth of joint funding for 2015/16. Implementation of planned changes commenced on 1st April 2015.

3.2 Home First

Coventry City Council has moved to a new 'Home First' approach which aims to provide support to people to regain the skills and confidence to live independently following a stay in hospital or following deterioration at home. This approach to supporting more people at home was agreed across health and social care and will improve our ability to support people in a more flexible way.

The 'Home First' approach is supported by three short-term home support agencies, contracted following a tender exercise in early 2014. Of the people supported by the three agencies, 51% regained daily living skills to live a fully independent life requiring no ongoing care and support from the Council or health partners.

3.3 Revised Telecare Offer

The new Telecare offer was launched in October 2014 aimed at increasing the numbers of people supported at home through the use of technology as part of a care and support service.

Based on feedback from people that had previously considered using Telecare a 24 hour responder function will be implemented from September 2015.

There have been over 800 new installations since 1st October 2014 when the new Telecare offer was launched.

3.4 Integrated Neighbourhood Teams (INT's)

In 2014 a 'Hot House' event was held with staff across health and social care to develop an innovative solution to providing joined-up health and social care services. From this event Integrated Neighbourhood Teams (INTs) were born.

Following development work undertaken in 2014 two GP Practices in Coventry have been piloting a model of Integrated Neighbourhood Teams (INTs) since July 2014. At the heart of this model was the establishment of Multi-Disciplinary Teams, who have so far worked with around 30 people.

The teams consist of a GP, Community Matron, Community Nurse, Social Worker, Community Development Worker, Occupational Therapist, Mental Health Worker and other professionals, and are supported by the voluntary sector (Age UK Coventry). While detailed evidence is currently being collated, initial feedback shows specific and measurable benefits from working in this way.

Work is now being undertaken to scope the city-wide scale-up of this model, and how the concept of INTs can be implemented across the city.

3.5 Dementia Discharge to Assessment

The Discharge to Assess project focuses on supporting people, with a diagnosis of dementia, who are discharged from hospital. The service was commissioned following the reduction of bedded short-term capacity in the city with a focus on community based support in line with the 'Home First' agenda.

The service, delivered in partnership with Crossroads, works with individuals and their families to maximise a person's independence through a range of specialist interventions. The creation of a dementia 'Locksmith' role within a community based setting has produced some positive outcomes for people. The Locksmith service has recently been extended to support a range of pathways and more people from different settings.

3.6 Mental Health Street Triage

Street triage schemes see mental health nurses accompany police officers to incidents where police believe people need immediate mental health support. A street triage service was introduced in the city and has been operational since 1st December 2014. The aim is to ensure people get the medical attention they need as quickly as possible.

The service is continuing to embed within the local criminal justice and health systems and has had a successful start. Further areas for development have been identified including reviewing operational model demand and reviewing the partnership with West Midlands Ambulance Service. The service was featured as part of the work around Coventry as a Marmot City and is working closely with social services, community safety, housing, public health and substance misuse services.

3.7 Transforming Care (Post Winterbourne View)

The images of the abuse suffered at Winterbourne View remain vivid in our memories and continue to drive work to improve services for Adults with Learning Disabilities. Along with our health partners we are working with individuals and families placed out of Coventry to support them to return to more independent settings in the city wherever appropriate. For those temporarily receiving support in hospital assessment and treatment units we have ensured that Clinical Treatment Reviews have taken place and maintained oversight of the appropriateness of placements and arrangements for step down from hospital.

3.8 Disabled Facilities Grants Update

Disabled Facilities Grants (DFGs) provide essential adaptations to enable people to continue living at home. In 2014/15, 407 DFGs were provided, resulting in a wide range of home adaptations being carried out in Coventry. The average timeframe from receiving the recommendation to completion was 11 weeks.

TLAP 4) Workforce (and awards): my support staff

This means:

- having good information and advice on the range of options for choosing your support staff
- having access to a pool of people, advice on how to employ them and the opportunity to get advice from peers
- being supported by people who help you to make links in your local community.

4.1 Principal Social Worker posts

Two Principal Social Worker posts were appointed in early 2015, one for Children and Families and one for Adults. The two appointees will play a key role in the improvement and development of social work practice in Coventry.

4.2 Preparing the Workforce for the Care Act

The Care Act brings care and support legislation together into a single Act with a new well-being principle at its heart. It introduces major reforms to the legal framework for adult care and support in England - to the duties of local authorities, to the rights of those in need of care and support and their carers and to the funding system for care and support. Workforce development activity focused on ensuring our workforce was ready to make these changes.

Comprehensive legal overview training supported staff and councillors to understand the Care Act. Specialist sessions were delivered to all frontline staff on eligibility carers, safeguarding, personalised assessment and support planning.

In addition to this we have commenced a training programme to develop the Adult Social Care workforce to undertake more creative support planning focusing on individual's strengths, connecting people to their local networks, communities and resources. This change in approach to support planning will enable more people to have holistic, person centred plans which improve their well-being and meet their care and support needs.

4.3 Coventry Cares Learning Network regarding Coventry Dignity Network

The Coventry Cares Learning Network has supported organisations in meeting the challenge of recruitment in social care organisations across Coventry through development of the Social Care Careers in Coventry campaign. This has included running sector specific jobs fairs, development of careers and vacancies' online information and jobs boards, and regular information sessions for job seekers at Coventry Job Shop.

Coventry City Council has continued to support registered managers through the Registered Managers Networking Group, for which continued funding was secured from the National Skills Academy. The Council has also continued to support external organisations in the city through briefings, workshops and presentations about the changes brought in during 2015 with the Care Act and the Care Certificate.

4.4 Celebrating Social Work

It is important to recognise our workforce achievements. Social Workers from across Children and Adult Services came together in October 2014 to 'Celebrate Social Work'. This event was held to recognise and celebrate good practice as well as the professional responsibility of continuing professional development.

Certificates of practice achievement were presented to social workers who had passed their Assessed and Supported Year in Employment as well as to those that had gained their Practice Educator qualifications.

4.5 The Pod/The Revive Café

The Pod/Revive Café is a hub and platform for many different creative experiences all designed to bring together and connect a rich mix of people. Since winning the Public Service Community Cohesion Award in July 2014 The Pod/Revive Café has grown its determination to act as a catalyst for positive change and cohesion.

The Pod/Revive Café has gained a regional reputation as an Arts and Cultural Hub and is cited as such on the Coventry Art Map, a community resource that highlights arts centres of significant interest.

The Pod art collective at Fargo

Collective/Pod has a majority membership of artists with severe and enduring mental ill health who are or have been supported by The Pod and believe that creativity challenges and infiltrates what we do and how we feel, both subconsciously and consciously.

They are the proud custodians and curators of the Bob and Roberta Smith shed known as the Coventry Centre of Contemporary Art (CCCA). Internationally acclaimed Bob and Roberta Smith conceived the shed as an alternative fine arts exhibition and project space for Coventry.

Before moving to Fargo, the CCCA has been hosted by the Mead, Earlsdon Primary School and The Herbert. Bob and Roberta Smith led a high profile, political campaign to assert the importance of arts and culture in education and life. Collective//Pod also believe that creative arts practice should provoke ideas, debate and change.

Various exhibitions have been held since the launch in December 2014.

4.6 Dementia Friendly Environments Project

Coventry City Council was given a silver 'Compact' award in recognition of excellent partnership working as part of the Dementia Friendly Environments project. The award was given after the Council, Age UK Coventry, the Alzheimer's Society, Emerald Care and Minster Care worked with people with dementia to undertake a 'walk the patch' exercise at 5 care facilities in the city and play a full role in the redesign and refurbishment of these care facilities.

The project produced incredibly positive outcomes for those involved and led to huge improvements in the quality of life for people with dementia including fewer falls and hospital admissions.

TLAP 5) Positive risk enablement: feeling in control and safe

This means:

- being able to plan ahead and keep control in a crisis
- feeling safe, living the life you want and being supported to manage any risks
- feeling that your community is a safe place to live and local people look out for you and each other

5.1 Making Safeguarding Personal

Making Safeguarding Personal is a shift in culture and practice in response to what makes safeguarding effective from the perspective of the person being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, well-being and safety.

Work to date has focussed on awareness sessions for managers and champions to drive a cultural shift in practice and revamping the safeguarding process to ensure users' views, wishes and outcomes (as expressed by themselves or their nominated representative or advocate) are central and shape what happens during adult safeguarding.

5.2 Deprivation of Liberty Safeguards (DoLS) and Mental Capacity

DoLS is a process whereby anyone living in a care home or staying in a hospital, who lacks capacity to consent to their care arrangements, and who may be deprived of their liberty, must undergo an assessment.

DoLS presented the Council with a big challenge in 2014/15. The number of requests by care homes and hospitals to authorise possible deprivation of liberty of individuals in their care increased from 122 in the previous year to 681. This increase was due to a judgement by the Supreme Court which extended the definition of a deprivation of liberty. To meet this increased demand a dedicated DoLS team consisting of 5.5 Best Interests Assessors (BIAs) is in the process of being set up. Training of BIAs and Authorisers across the different Adult Social Care teams also took place.

In addition to people in care homes and hospitals the People Directorate has begun to identify individuals who may be deprived of their liberty in other settings, such as supported living schemes and in their own homes. These deprivations need to be authorised by the Court of Protection.

5.3 Update from Safeguarding Adults Board (including any Safeguarding Adults Reviews)

The Coventry Safeguarding Adults Board is the formal body made up of statutory and voluntary members, which oversees how adults are safeguarded in the city. As a result of the Care Act 2014, mandatory partners on the Board are the Local Authority, Police and Clinical Commissioning Group.

Readiness for the Care Act has been a key priority for the Coventry Safeguarding Adults Board during 2014/15. Other challenges that the Board focused on during this time were raising standards with fewer resources and ensuring that there was an appropriate safeguarding response to a range of issues, including pressure ulcers. In addition, effective working with the Children's Safeguarding Board and maintaining organisational resilience, consistency and capacity around safeguarding leadership were also key issues that were addressed during the year.

The Coventry Safeguarding Adults Board produces an annual report, describing the achievements and challenges of the year. This report will be available on the Council website towards the end of 2015 (www.coventry.gov.uk/safeguarding). The report will also contain the Board's Business Plan and priorities for the forthcoming year.

During 2014/15, one Serious Case Review (renamed Safeguarding Adults Review from April 2015) was initiated in Coventry. This will be completed in 2015/16 and reported to Health and Social Care Scrutiny Board. In addition, one System Wide Review and one Serious Incident Review were also initiated.

5.4 Safeguarding statistics

We received 1,027 safeguarding alerts in 2014/15 representing a 2.4% increase from the previous year. The increase in alerts is not necessarily an indicator that more abuse is happening. However, it does indicate that awareness of adult safeguarding continues to increase across the local community and that people know how to raise an alert.

TLAP 6) Personal Budgets and Self-Funding: my money

This means:

- having the kind of support you need and knowing when, where and how to receive it
- knowing the amount of money available to you for care and support needs and determining how this is used (whether it's your own money, direct payment, or a Council managed personal budget)

6.1 Assessment and Resource Allocation System

Since the Autumn 2014, work has been continuing on the development of the new Adult Social Care assessment tools and resource allocation system. The new system will enable practitioners to assess people who have the appearance of need for ongoing care and support, to determine eligibility and to allocate resources to meet those needs.

This will contribute to transforming the way we work with and support people with care needs. Our aims are to free up practitioners to focus on the important activities, such as having different conversations and building positive relationships with people that we work with, focusing our time on developing creative support plans and brokering good solutions with people to meet their individual needs and outcomes whilst promoting their strengths.

The new assessment and support planning tools were launched on 24 February 2015.

6.2 Improvements in support planning

Coventry City Council introduced a new suite of assessment tools prior to the introduction of the Care Act in April 2015. The tools have been developed to include all types of support and resources which will improve someone's well-being and reduce or delay their need for ongoing care and support, as well as clearly identify how the support will meet someone's eligible and non-eligible needs.

The Council will be developing innovative solutions to meeting individual's needs and improving their well-being including the use of Individual Service Funds.

6.3 Update on Regional Personalisation Project

Coventry continues to be involved in the regional personalisation network, reporting on progress towards achieving TLAP principles and to gain support and guidance about developing personalisation.

Case Study 3

TeleCareline (working in partnership with Housing with Care Short-Term Support) – Alice’s Story

Life before short-term tenancy and Telecare support

Alice is a 91 year old lady who was admitted to hospital having had a stroke. She had been living alone and independently prior to her stroke. The stroke caused right-sided weakness, inattention and expressive dysphasia – making it difficult for her to verbally communicate her needs. She worked with the Speech and Language Team to increase her verbal communication. Occupational Therapists and Physiotherapists worked on increasing her mobility, but the team were unsure whether she would be able to return home.

Referral to short-term tenancy

Alice was moved to Halford Lodge, a Housing with Care scheme, and identified as being at risk when cooking, bathing and of falling in general. The support workers were heavily involved in assisting her with these areas and also prompting her to eat and take her medication.

Impact of support with short-term tenancy and evidence from the Canary activity monitoring system for monitoring a range of everyday activities:

On Alice’s initial pre-discharge assessment, professionals were considering a possible long-term placement for her in a residential home. However, the Canary system showed that Alice was a lot more active than they would have thought and had a structured and fairly consistent routine in place. She was getting up at regular times and had visited the kitchen and bathroom prior to Support Worker visits. Alice remained active throughout the day and her support visits were reduced, with staff only visiting when she requested assistance and to prompt her with medication.

Outcome for the person:

From the initial plan of Alice possibly moving to a residential home she has been able to return to her own home with a care and support package.

What's next – priority areas for Adult Social Care

In describing priority areas for Adult Social Care it has to be acknowledged that the work of Adult Social Care is a process of continuous change and improvement as we strive towards delivering support based around the individual and their carers within the resources we have available. The key areas we are currently progressing in order to further develop Adult Social Care in Coventry are as follows:

Priority	What's Next
<p>Care Act 2014 Implementation</p>	<p>The Care Act, introduced in April 2015 was the single most significant change to Adult Social Care legislation for over 60 years. We have worked hard to ensure we were ready for this change in 2015 and now need to ensure that the principles of well-being, prevention and integration are embedded in everything we do.</p> <p>A core element of delivering the requirements of the Care Act is developing the workforce across Adult Social Care. Therefore, ensuring that appropriate workforce development plans are in place and being delivered is a key priority.</p>
<p>Health Integration – Better Care Fund (BCF)</p>	<p>Integrating services with health can provide both better outcomes for people that require support and ensure that resources are being used more efficiently. In 2015 we worked with our health partners to pilot Integrated Neighbourhood Teams in two GP (General Practitioner) surgeries and will now work to extend this approach across the city.</p> <p>Through our Better Care Programme we have worked with health partners and user groups to prevent people being admitted to hospital and to support timely and appropriate discharge arrangements. This work will continue and we will develop this further through working with health partners to ensure appropriate community-based provision is available to enable people to remain independent in their own homes.</p>

Mental Health and Dementia

The delivery of the objectives contained within Coventry’s Living Well with Dementia Strategy 2014-17 will continue to be an area of focus for this important area of work.

Ensuring people with mental ill health are appropriately supported in their best interests is a significant issue nationally and we have seen a significant increase in demands around the Mental Capacity Act and Derivation of Liberty Safeguards in 2014 and 2015. Ensuring people are effectively supported through the Deprivation of Liberty Safeguards process is a key priority for Coventry.

Managing Resources

The financial challenges facing the Council and Adult Social Care will need to continue to be addressed in coming years. We will continue to work with people who use services, their families and carers and partner organisations as we develop and implement plans that will enable us to continue to deliver Adult Social Care services within the resources available.

Glossary

This section provides an explanation of some definitions and terms that appear throughout this document.

Short-Term Support to Maximise Independence (page 3)	Support that is intended to be time limited, with the aim of maximising the independence of the individual and reducing or eliminating their need for ongoing support by the Council. At the end of the time-limited support package a review or assessment for ongoing future need will take place to determine what will follow.
Long-term support (page 3)	Any service or support which is provided with the intention of maintaining quality of life for an individual on an ongoing basis, and which has been allocated on the basis of national eligibility criteria and policies (i.e. an assessment of need has taken place) and is subject to annual review.
Low level support e.g. equipment and adaptations (page 3)	Following recent changes in the way that services and activity in Adult Social Care are reported to, and by, Central Government the provision of equipment and adaptations are now counted as ongoing 'low level support' and therefore not included in long-term support figures. This is because such services are based in the community and will continue 'in the background' supporting clients with minimal attention required from the Council.
Well-being (page 6)	Well-being is a broad concept, relating to many areas including: personal dignity, physical and mental health and emotional well-being and/or protection from abuse and neglect.
Dementia Navigator (page 9)	Providing early intervention and preventative post-diagnostic support through provision of information and advice following a diagnosis of dementia or to those going through the diagnosis journey. They signpost to support services available locally (e.g. dementia cafés or carers support groups) and provide practical and emotional support to people with dementia diagnosis and their carers.

<p>(Dementia) Locksmith (page 18)</p>	<p>The role of a person who uses their knowledge to unlock people’s potential and unpick issues in their present experience of life. The Locksmith must understand a person’s weaknesses but focus on their strengths to achieve living well with dementia.</p>
<p>Making Safeguarding Personal (MSP) (page 23)</p>	<p>Engaging the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, well-being and safety.</p>
<p>Deprivation of Liberty Safeguards - DoLS (page 23)</p>	<p>A process whereby anyone living in a care home or staying in a hospital, who lacks capacity to consent to their care arrangements, and who may be deprived of their liberty, must undergo an assessment. The assessment is to determine firstly, whether the person is being deprived of their liberty, and secondly whether this is in their best interests. The Local Authority then authorises a person’s deprivation of liberty for a fixed period of time, if this is recommended by the assessor. The scheme applies mainly to people who have dementia and to people with learning disabilities who need high levels of care.</p>
<p>Best Interests (page 23)</p>	<p>If a person has been assessed as lacking capacity then any action taken, or any decision made for, or on behalf of that person, must be made in his or her best interests.</p>
<p>Safeguarding Adults Review (page 23)</p>	<p>The Care Act 2014 requires that all Safeguarding Adults Boards must arrange a Safeguarding Adults Review when an adult in the local area dies or has experienced serious abuse or neglect, and there is concern that partner agencies could have worked more effectively to protect them.</p>
<p>Individual Service Funds (page 25)</p>	<p>If you want to use your personal budget from the Council to pay for support (such as home care) from a particular provider, the money can be held by that provider in an Individual Service Fund. You remain in control of what the money is spent on, but you don’t have the responsibility of managing the budget yourself.</p>

Contact Us

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Any comments, compliments or complaints can be made by contacting Coventry Direct on 0500 834 333, or in person at any of the Council's reception or enquiry areas, or by filling in an online form.

More information about Adult Social Care can be found at:

www.coventry.gov.uk/adultsocialcare

If you need this information in another format or language please contact us:

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