

Adult Social Care

Annual Report 2023/24



Easy-read version

People's stories

Our Adult Social Care Offer

Our Key Achievements



www.coventry.gov.uk

This is a shorter version of the main report

What this report is about



This report explains what Coventry City Council's Adult Care Services are doing to help improve the lives of people who need care and support.



It also says how well we are doing.



Pete Fahy is the Director of Adult Services and Housing. He says this report is important as it says what good things have happened and what challenges there are.



The CQC inspects health and social care services in England. They now inspect each council's Adult Care Services. Coventry City Council haven't had an inspection yet. But this report helps us to make sure we are ready for their inspection.



More people are needing adult social care. These people have more support needs.



Councillor Linda Bigham is a cabinet member for Adult Services. She is very proud of the staff who work very hard in adult social care.



They show kindness and really care for the people they look after.

About Adult Social Care



We work closely with other services like Housing, Public Health and Children's Services. We also work closely with voluntary sector groups.



We are also part of the new Coventry and Warwickshire Health and Care Partnership. This was made so that all services can work more closely together to improve people's wellbeing.



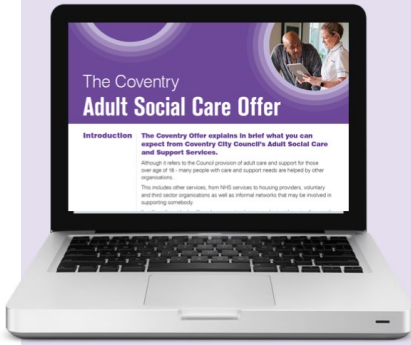
We want everyone to have happy and healthy lives.



We give to people aged 18 and over who have care and support needs because of illness or disability.



We also support family members who provide care.



You can find out more in the Coventry Adult Social Care Offer. www.coventry.gov.uk/adult-social-care-strategies-policies-plans/adult-social-care-offer-2022



The CQC started inspecting how local authorities deliver adult social care in 2023. They make sure they are following the Care Act 2014.



They look at these 4 areas:

1. Working with people
2. Providing support
3. Making sure people are safe
4. Leadership



Coventry Adult Social Care focusses on well-being and helping people keep their skills to live independently. We want most people to receive their care in their own home.



There are many ways to get in touch with Adult Services.

You can phone 024 4683 3003

Professionals can do an online referral

You can do an online self-assessment.



When you get in touch with Adult Services, we will ask you some questions about you and your situation. We will either tell you who can help, or we will pass your information onto the Duty Team.



You might be offered short term support or long term support, based on your needs. These are provided by different teams and services.

Money for services



**£139 million
2023-2024**

We spent £139.8 million pounds on social care in 2023 to 2024. Most of this money was spent on paying the staff who provide the care.



Coventry spends less money on social care than other councils, as it gives people support to be as independent as possible in their own homes, rather than move to a care home.

How many people have support?



There were 10,773 requests for support this year. Half of these people had short term or low level support. The others needed long term support.



1,221 carers had their needs assessed this year. 1,929 carers had support.

How many people have support?



Keeping adults safe and making sure they are not abused or neglected is very important to Adult Social Care.



More people are reporting abuse, compared to last year. This means more people know how to report it. Most reports of abuse are sorted out within 3 months.



There were 1,345 completed safeguarding enquiries done in the year. You can read about the support Afsaneh had in the main report: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account

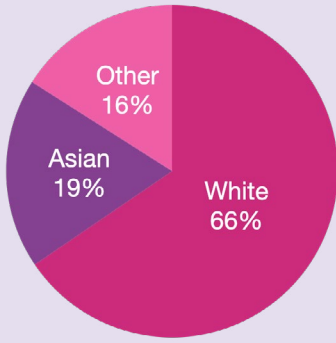
Who lives in Coventry?



345,300 people live in Coventry. The population has grown almost 9% in the past 10 years.



13% of the people in Coventry are 65 and over, and 2.4% are over 85. There will be even more older people living in Coventry in the future.

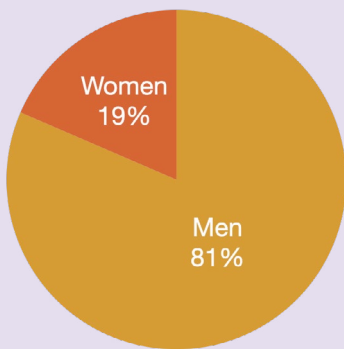


People in Coventry are from many different ethnic groups.

People who work in social care and housing



We employ 1,034 staff. Their average age is 48. There are 9,600 people working in social care, including for other providers.



Most are women.



There are many jobs vacancies.

How we support people

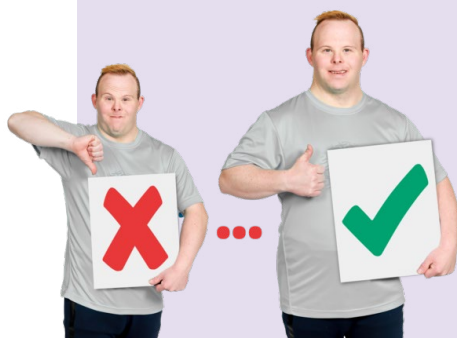


We support all people, including asylum seekers and newly arrived communities. We make sure they enjoy their human rights. Our website gives more information about help available:

www.coventry.gov.uk/immigration-asylum/newly-arrived-communities



We support people to have healthier lives. You can read about the support Val and Mike had in the main report: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account



The Improving Lives Programme changes how people with urgent needs are supported. They don't have to fit into the services that are already there. Instead they will get the help and support they need. Services in health and social care work better together so it is easier for the people who need care and their family members.



Plan

Family carers are very important. We listened to what family carers said they needed to make the Carers Action Plan.



The plan will:

1. Make sure carers can have a rest or a holiday. We will do this by finding other care for their family member.



2. Make sure they get the right support at the right time in the right place.



Assessment

3. Make sure more carers can get an assessment of their needs.

Making care fair for everyone



Coventry Adult Social Care is giving better support to people who are deafblind. We have a social worker who has had special qualifications to assess deafblind people.

You can read about the support Phil had in the main report: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account

Giving good support



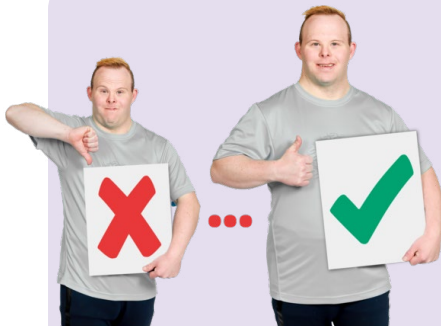
The CQC inspected 154 Coventry Adult Care services last year. There are many more new organisations providing care services.



It has been hard to get new staff to work in social care. To help find new staff we have put on recruitment events at places like the job centre and the library.



We are working on getting more staff from other countries to come and work in Coventry. There are some challenges but it has helped us get more staff.



We also asked the organisations who provide care and support to talk to their residents about what things would improve their lives.



The top thing people wanted was more activities and trips, for example to the seaside.



People also wanted to be able to go to the theatre, art galleries and to hear music.

Coventry Shared Lives



Shared Lives is when people live with carers in their family home. It helps people to learn independent living skills. If you could share your home in this way, there is more information here: www.coventry.gov.uk/sharedlives



You can read about the support Aleem had from Shared Lives in the main report: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account

Love4Life Coventry



This is a network for people with a learning disability and autistic people. It helps them learn new things, find new friends and find love. It started in May 2023.

Coventry Dementia Partnership Hub



This is for people with dementia and their families to get information and support.

The hub also has a café. You can read about the support Hilda had from the Hub in the main report: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account



Find out more from CDPH@coventry.gov.uk
Call: 024 7697 8080



The Hub is working hard to make sure people from diverse communities can also use the Hub. There can be barriers to getting good support because of language barriers or if services do not meet cultural needs. They help diverse groups to recognise and understand dementia.

Making sure everyone is safe



We work with people and organisations who provide care to make sure everyone is safe and free from abuse and harm.



You can read about the support a young man called Thomas had to keep safe and a good life in the main report: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account



Coventry Safeguarding Adults Board brings different groups together to make sure people are kept safe. They make information leaflets about keeping everyone safe, which are also available in easy read: www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account

Leadership – How we manage services and keep learning



In Adult Social Care we believe we all need to keep checking on how we are doing, learn from this and improve how we work in the future.



For example people said they found it hard to get information about what services are available. So we made lots of new information leaflets.



We also made these in other languages like Polish and Punjabi.



We work hard to talk to lots of groups who use services and to work with them to make them better. We call this engagement and coproduction.

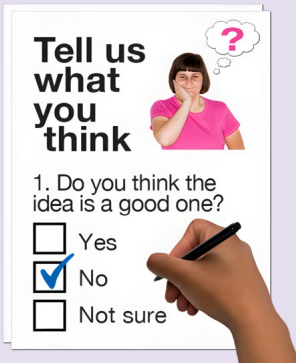


There is also an Adult Social Care Stakeholder Group. It is for people who use services, family carers, service providers and others. They share ideas and work together to improve care and support.



To find out more about getting involved you can access the webpage: www.coventry.gov.uk/health-social-care-say-getting-involved

The Adult Social care survey



300 family carers took part in our survey. Almost 70% of family carers said they felt included in discussions about the care of their family member. You can see more results of this survey on p39 of the main report.



706 people with care and support needs took part. 8 out of 10 people said they have enough control over their life.



6 out of 10 people said they were happy with the care and support they got. $\frac{3}{4}$ of people said services helped them feel safe. You can see more results of this survey on p40 of the main report.



In 2023- 2024 we got 86 complaints.



But we got 3 x more compliments – 286!

Celebrations this year



We had a Pride event at Copthorne Lodge



Valerie had a 101st Birthday celebration!



The 2nd group of students graduated as qualified social workers.



In November 2023 there was an event to celebrate the hard work of social care staff. Lots of names of hard working staff were put forward for an award.



And 5 people from Shared Lives went to Wembley to the FA cup semi-final match against Manchester United in April 2024.



There was an Adult Service Wellbeing Week in February 2024.

Main success and improvements this year.



We are doing lots of things to get more staff and support them to stay in their jobs.



Checking on how things are going.



Hearing what people who need care and support want.



Making sure there is a wide range of services and support available.



Making better digital records.



You can read more about this on p46 and 47 in the main report.



You can find the online Adult Social Care and Communities Directory here:

www.coventry.gov.uk/adult-social-care-strategies-policies-plans/coventry-adult-social-care-annual-report-202324-local-account

More useful contacts – these are on p49 of the main report.



You can contact us about this report at:

getinvolved@coventry.gov.uk

You can contact Adult Social Care Direct at:

ascdirect@coventry.gov.uk

Call: 024 7683 3003

Next Generation Text Call: 18001 024 7683 300

More information about Adult Social Care can be found at: www.coventry.gov.uk/adultsocialcare

If you require this information in another language or format, please email

ascdirect@coventry.gov.uk