

Coventry Adult Social Care

# Key areas of progress since 2023/24 self-assessment and annual report



Coventry City Council

# ● Introduction

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Our Self-Assessment and Annual Report are two documents that, read together, give a detailed overview of the current position of Adult Social Care and Support in Coventry and how we are supporting people with care and support needs and unpaid carers to live meaningful and fulfilling lives. The documents also describe our successes and areas we - continue to focus on to provide the best possible outcomes for our residents.

The self-assessment and annual report are annual documents produced in September each year with transparency on the content achieved through taking through the political process, culminating in Full Council.

Within Adult Social Care we are constantly working to improve on what we do, and this document sets out the key areas of progress since the last Self-Assessment and Annual report was published in September 2024. Improvements are categorised under each of the four themes of Assessing Needs, Providing Support, Ensuring Safety and Leadership

## ● Summary

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Since the last Self-Assessment and Annual report were published Coventry's adult social care services have made significant strides in enhancing support for individuals and communities through a more integrated approach and innovative use of technology. By developing joint teams of both health and social care professionals, our services to support hospital discharges have become more seamless, ensuring that residents receive coordinated and efficient support tailored to their needs.

Our use of technological advancements has further strengthened care delivery, with digital solutions enabling greater accessibility, efficiency, and responsiveness. From remote monitoring tools that empower individuals to manage their health independently to insights gained through working collaboratively with other authorities to maximise how technology can be an effective part of care and support delivery.

We have also enhanced our efforts towards fostering diversity and inclusion within the organisation. This includes leveraging the Social Graces framework to cultivate a more inclusive workforce and improving the accessibility of information through the use of easy-read materials. Recognising the unique challenges associated with international recruitment, as well as the vital contributions of international recruits to sustaining the social care workforce, we have taken a proactive role as regional leaders in providing robust support for this area.

In addition, we continue to prioritise listening to and addressing the needs of unpaid carers. To this end, we have expanded the support available for carers through the implementation of the 'Bridget' care tool, which enhances the resources available to them. Furthermore, we have introduced innovative options for carers' respite, such as the 'MyTime' initiative, providing diverse opportunities for breaks tailored to meet varying needs.

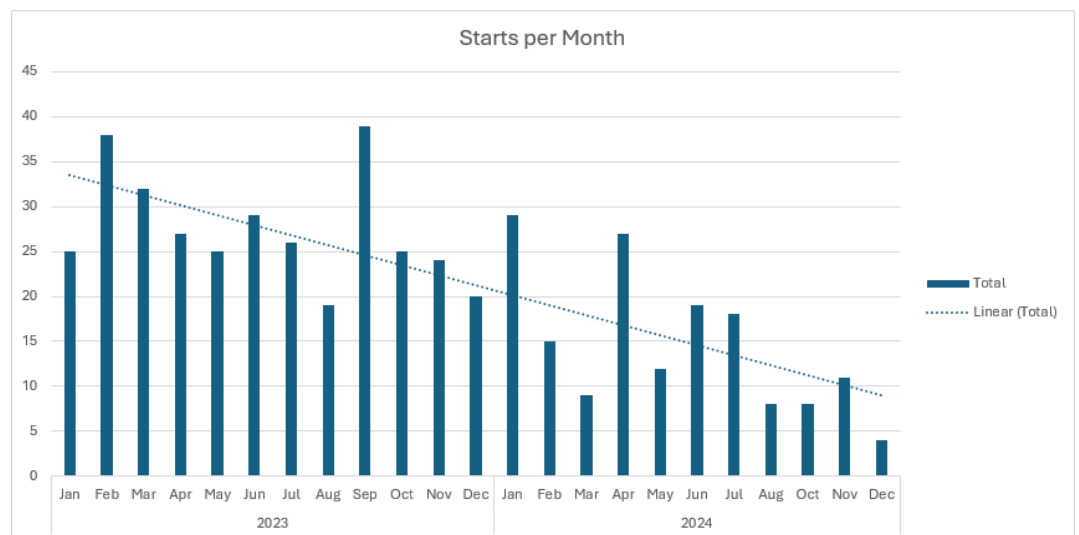
Finally, our oversight of individuals currently receiving care and support has significantly improved. This progress is reflected not only in the ongoing rise in the number of annual reviews conducted but also in the thorough reassessment of all individuals with bed rails at home following a 2024 alert, which found no areas of concern.

## ● Our key areas of progress in 2024/25

### **Improving hospital discharge and increasing independence through our improving lives programme:**

Our Improving Lives approach, delivered with NHS partners was an ambitious programme to implement community led discharge through integrated teams of health and social care professional who would focus on getting people back home with the maximum degree of independence. The programme trialled early in 2024 and by July 2024 we achieved City wide roll out of our Community Integrated Teams.

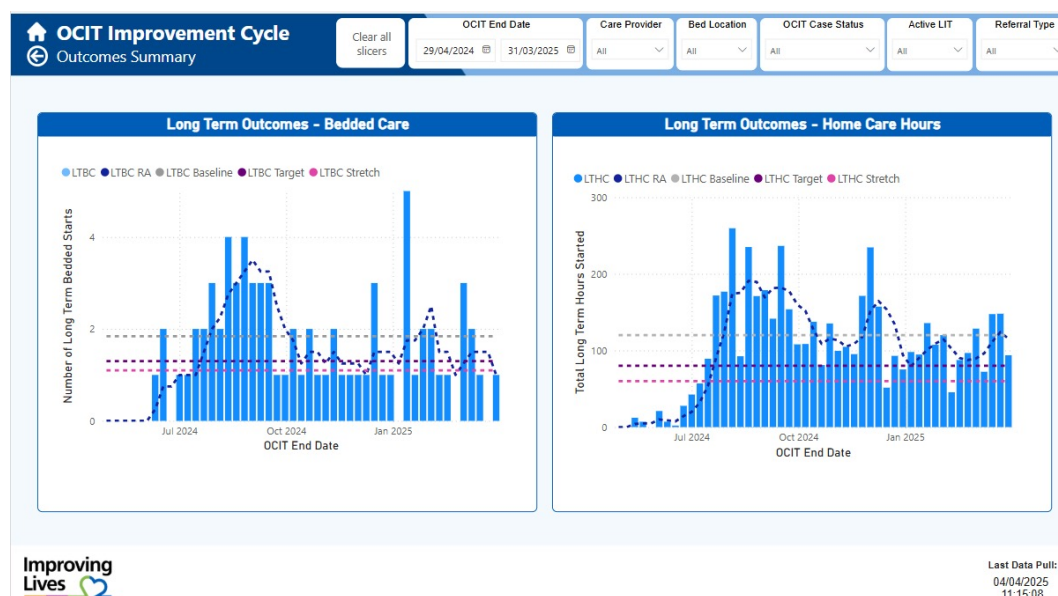
As a result of this programme the numbers of admissions from hospital to pathway 2 reablement beds declined significantly as per the graph below.



As a direct impact of this our admissions to ongoing residential care decreased from 678 per 100k (345 total) to a forecast outturn for 2024/25 of 609 per 100k (310 total). Across our Nearest Neighbour Grouping, assuming other LAs performance in unchanged this will move us from ninth to fourth.

Location	Performance
Plymouth	498
Leeds	522
Leicester	525
<b>Coventry estimated 2024/25</b>	<b>597</b>
Derby	598
Sheffield	659
Bury	663
Wolverhampton	671
<b>Coventry actual 2023/24</b>	<b>678</b>
Southampton	766
Salford	775

Work will continue over 2025/26 to embed the model and increase the benefits we have seen so far to ensure the positive result we are seeing, and capturing on live dashboard as below continues to be achieved.



## Enhancing support to unpaid carers

Our progress on supporting unpaid carers is something we are most proud of in 2024/25. Continuing the delivery of our carers action plan is a focus for the next 12 months to ensure improvements are embedded and have maximum impact.

In 2024/25 we further developed our support to unpaid carers in Coventry through:

- **Introducing Bridget Cares**, a comprehensive self-help resource designed to provide carers with valuable information across multiple areas of support, along with access to local resources and guidance. The tool can be used by unpaid carers to build their own self help plan, connect with local support and make a quick referral to our local carers support services. Information is available in various formats, such as videos, WhatsApp Chats and can be translated into different languages.
- **Launching the MyTime** support offer which is a way to engage local businesses in how they can offer support to unpaid carers through accessing support that can help them gain breaks from caring.
- **Carers Direct Payment** – we have reviewed our approach to Carers Direct Payments which for 2023/24 was reported as 64%. Reporting under client level data gives carers Direct Payments an outturn of 100%.

The feedback we are now receiving from carers is that the support services in place are more varied and make a demonstrable difference to their ability to continue caring.

## Reviewing activity

During 2024/25 we reached a performance of 66.4% for completion of annual reviews. This is marked improvement on the previous three years which were:

2021/22	44.9%
2022/23	49.2%
2023/24	55.6%

Improving our review performance in this way provide us greater assurance that we are meeting the care and support needs of people in Coventry in a timely and appropriate manner.

Alongside these annual reviews we have also completed reviews of everyone with bed rails following an MHRA (Medicines and Healthcare products Regulatory Agency) alert and in doing so identified no cases of inappropriate or unsafe usage.



## **Responding to people when they first make contact**

Following a review of our early help team approach, we have enhanced our "waiting well" offer to ensure robust oversight for individuals seeking support. This encompasses those requiring assessments or reassessments, equipment provision, or outreach services such as hoarding support. We are confident that our focus remains on the most vulnerable individuals and those without existing support, while optimizing the deployment of specialist equipment to deliver timely assistance.

In addition, our Occupational Therapy service has introduced dedicated clinics to address the increasing demand for support with tasks like bathing and navigating stairs. These clinics provide an accessible option for individuals to receive assistance promptly, circumventing the need to wait for an individual visit from an Occupational Therapist.

## **Improving our Direct Payment offer**

We have consulted on and implemented a new Direct Payments strategy which clearly sets out how we will improve our direct payments offer and ensure that Direct Payments are a meaningful option for more people with care and support needs and carers.

## **Supporting our international recruits**

We have developed effective support mechanism for both international recruits and employing providers. Two specific examples include:

### **Employers forum**

The provider forum is where social care employers who employ international recruits come together to discuss issues within the sector, solve problems and share their good practice with others. These meetings until now have not been regular and have been held jointly with Warwickshire, we may continue to hold them jointly or go on our own either way we need to have meetings more regularly and have a worked-up invite list and standing agenda. The forum may include some key VCSE partners who specialise in legal, immigration, employment support

### **‘Welcome to Coventry’**

Welcome sessions for International Recruits. Our experience demonstrated that International Recruits experienced difficulties with settling in the City, with no recourse to public funds IR's need to understand what support they can access as a resident and when they are in times of need. Welcome sessions will bring together a range of organisations and partners from across the City who can provide support in legal, employment, education, and food/wellbeing. We are required by the MOU to run a minimum of four of these events during the project lifetime, they will be in a "marketplace" format.



## Using technology to enhance our support offer

We have increased our use of new technology to support the delivery of care and support services through two examples:

### Care Tech Demonstrator Programme

Funded by the Department of Innovation, Science and Technology, working in conjunction with WM5G, Birmingham City Council and City of Wolverhampton Council and a range of partner organisations this is a sector leading programme of change.

The programme has been enabled through a significant funding and time resource investment giving a real opportunity to test and learn from a range of tech solutions and alternative approaches to traditional models of care packages in people's homes.

Whilst a range of tech devices have been deployed e.g. motion sensors, ring door bells and GPS watches Coventry has led the way in the use of Virtual Care.

We have monitored and evaluated outcomes closely and have received positive feedback from the users of the tech, families and practitioners. In terms of financial investment we are also seeing significant cost avoidance and savings related to the replacement and reduction of person-to-person care.

Our next steps will be to embed and extend this initiative so that it becomes mainstreamed within our ways of working in Coventry.

### Digital Transformation Funding – Digitising of Care Records

As part of NHS England's Digital Transformation Strategy, Coventry City Council, in partnership with Warwickshire County Council and the Coventry and Warwickshire ICB, has led on promoting the transition from paper-based record keeping to approved, digital solutions amongst regional home care and residential providers.

By offering NHS England funded grants with a set maximum value of £7500 the authority has promoted the benefits of digitisation and helped ensure the best quality of social care records are implemented by providers despite the costs and challenges such a change requires. 101 providers made the switch to digital record systems during the funding window, which ran from June of 2023 to September of 2024.

This has led to Coventry and Warwickshire meeting the targeted 80%+ for Digitised support, bringing Coventry and Warwickshire footprint in line with its regional partners. In addition to this, the uptake of digital social care records has seen financial benefits to providers, who have been able to reduce carbon footprint and administrative costs in the transition away from paper-based record keeping.

## **Supporting our diverse communities**

We have improved our capacity and capability in supporting the different communities and diversity of needs within the city through:

### **Social Graces**

To improve the capacity of our workforce to respond to the diverse needs of our community we have implemented a programme of Social Graces training and implementation. This will better enable our workforce to engage confidentially with residents on issues of diversity. Training was rolled out to commence the programme which is followed up by a series of individual actions to implement. This initiative is led by our Principal Social Worker and includes all levels of staff within Adult Social Care up to Director level.

### **Access to information**

We have improved the accessibility of information through increasing the provision of easy read. Our experience surveys are also now available in a range of communication methods enabling feedback from more diverse groups to be included in our Quality and Experience reviews.

### **Connecting with diverse communities**

We have improved our access to diverse communities and example of which has been our work with Coventry Lions, to specifically target diverse communities through the provision of weekend surgery/drop-in sessions.

## **Leadership development**

As a City Council we have invested in leadership development through the Owning and Driving Performance Leadership Development Programme which all senior leaders from our Service Manager level to our Chief Executive are participating in. The aim of this programme is to develop the culture of the organisation to be performance and development focussed, empowering people to make a real difference for the residents we support.



## What we continue to be proud of

The purpose of this document is to highlight the main areas of improvement since our last self-assessment was published in September 2024. Aside from these areas of improvement there are things that we were proud of in our last self assessment that we remain proud of now. These include:

- The way we engage with people in communities and seek feedback on the support received through our real-time survey. This approach support our approach to inclusion and enables us to understand what we can do differently using feedback.
- The robustness of the social care market and its ability to respond in a timely manner to requests for care and support. In addition, our joined up approach to quality management with the Integrated Care Board means we have a practical way to work with the market to improve standards where required.
- Our continued ability to deliver innovation, diverse and inclusive services such as the Dementia Partnership Hub and the POD, an award-winning secondary mental health social brokerage and cultural hub.
- Our approach to safeguarding – how we respond quickly to concerns raised, achieve outcomes for people and maintain our Deprivation of Liberty Safeguards performance.

