



# Adult Social Care

# Annual report 2024 / 2025



This report tells you what Coventry City Council has done for local people who need help and support, from April 2024 to March 2025.



**Pete Fahy** is the director of adult services. He is proud of the help the council gives to people who need support and to carers.



He says the council have also done well in keeping people safe. They are also giving good support to people who come home after a hospital stay.



Councillor **Linda Bigham** is the Cabinet member in the council for Adult Services. She says all the staff working in social care have done a great job!



More and more people need social care services, and there isn't enough money to pay for all the support they need. But staff work very hard and do a great job.

## Adult Social Care – what we do



Coventry City Council provide care and support for people aged 18 and over who need care and support because of illness or disability.



Adult Social Care works with other departments like housing, public health, children's services and culture and leisure.



They also work with health services through the Coventry and Warwickshire Integrated Care System.



Soon Adult Services will be having an inspection from the CQC – the Care Quality Commission. They will check if the council are keeping people safe and following guidance in the Care Act 2014.

People can ask for help and support by

- phoning 024 7683 3003
- a professional making an online referral
- doing an online self-referral

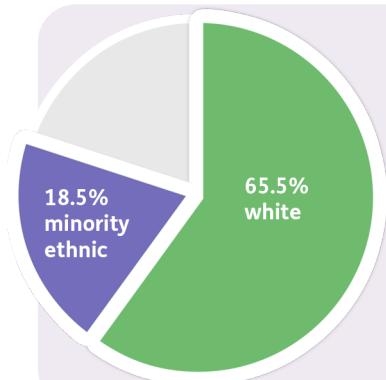
Then Adult Social Care may tell you about other services who can support you. Or they may find out more about your needs to see which team can help you.

The council spent £145.6 million on Adult Social Care. Most of this - £115.2 million went on services for people. This included;

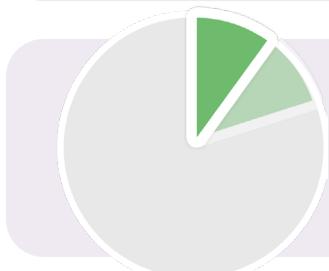
- residential care
- day opportunities
- equipment and adaptations
- nursing care
- supported living



## Who needs adult social care?



There are more people living in Coventry, now 345,300 people.  
Coventry is the 2nd largest city in the West Midlands.  
More people are from ethnic minorities.  
This means more languages are spoken too.



13% of the population is over 65.  
This number will double in the next 20 years.



There were 10,564 new requests for support.  
Some had short term and some long term support. 34 young people moved into adult services from children's services.



The council must also take care of family carers.  
1,564 carers had an assessment of their need.  
1,839 carers had support.



Coventry supports people to be as independent as possible in their own homes.  
This means the council pays less than other areas for adult social care.



You can read more about this in the 'One Coventry Plan 2022 – 2030'.



Safeguarding is about making sure vulnerable people are not harmed or abused. It is an important part of Adult Social Care's work. 5,733 concerns were reported to the council this year. This is less than the year before. 88% of the people with concerns had a safety check within 2 days.



Deprivation of Liberty Safeguards, or DOLs are part of the Mental Capacity Act. They are to make sure people in hospital and care homes do not have their freedom restricted any more than is needed to keep them safe. There were 2,412 applications for DOLs this year, much less than the year before.

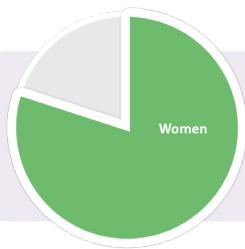


**Lucy** is a woman of Creole ethnicity. She had some seizures and mental health problems when her marriage broke down. She had a lot of support to make her life better. For example to have the foods she liked, and follow her religion and culture. She had support to have contact with her family using an iPad. She was treated with dignity and respect and was much happier.



You can find out more about mental capacity online - <https://www.umccoventry.co.uk/>

## Staff working in social care



There are 1,062 staff working for the council. Most are women.



There are 9,550 people working in social care in Coventry including CQC registered places.

The average age is 48 years.

One third are minority ethnic and 2/3rd are white.



Getting people to work in social care is challenging. The Council have worked with the college, job centres and libraries to find more staff.



It is better for the people who have support when there are less changes with staff.

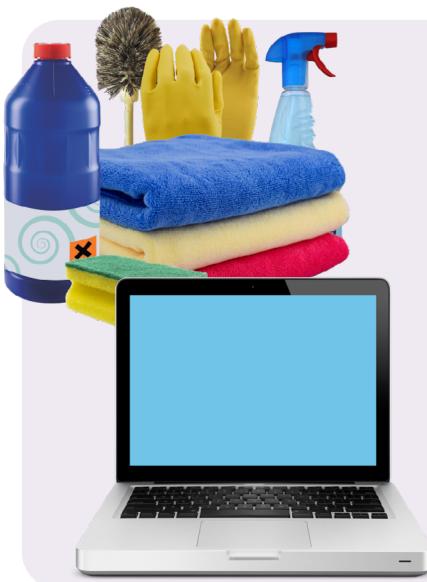
## Looking after carers



The Council wrote a 2 year carers action plan. It made sure more carers have an assessment of their support needs. They got in touch with them through the GP surgery. It makes sure carers can take a break when they need it.



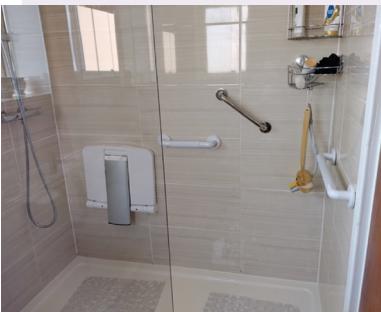
The Council works with the Carers Trust Heart of England to deliver the Carers Wellbeing Assessment. Carers can talk about what it's like being a carer.



## Mathu's story

The GP receptionist found out Muthu was a carer of her husband who had dementia. So they arranged for her to have a carers assessment. They helped her in many ways. For example to get a direct payment to pay for the house to have a deep clean. They helped her get a laptop so she can keep in touch with others.

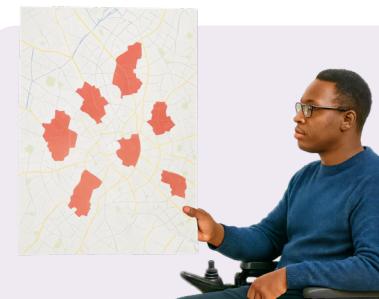
## Giving people the support they need



**Alva** is 82 and registered blind. She fell at home and broke her hip. She had an assessment from an Adult Social Care Occupational Therapy Assistant. They helped her to do exercise and get stronger. Alva had support with aids and adaptations such as a grab rail in the shower. After some time Alva was strong enough to be independent again.



Local Integrated Teams mean that health and social care workers can plan and work together to help people in Coventry get the care and support they need.



The Council are working to make sure all people can get services and to find out which groups find it harder to get support.



Some groups are called 'seldom heard groups'. They don't get the same support as others for many reasons.

For example it can be harder for people to get help if they have mental health problems, or don't speak good English.



**Mohammed** is an asylum seeker from Bangladesh. His mental health became worse because of the trauma he experienced. Different health and social care staff worked together and now Mohammed has had support, he hasn't need to go into hospital and he is going Adult Education classes.

## Coventry Shared Lives



Shared lives is a scheme where approved people have someone with care and support needs come and live with them, and share their lives.

<https://www.youtube.com/watch?v=YyPanoKXzqU>



Find out how Shared Lives made a difference to **Katie and Lucy** here:

<https://www.youtube.com/watch?v=YyPanoKXzqU>

## Partnerships and communities



July

2023

July

2025

Coventry Dementia Partnership Hub is where people with dementia and their families can come for information and support. There is a social café where people can share experiences.

The hub was 2 years old in July 2025



**Graham and Hazel** go to the hub and meet others. Graham has dementia, he plays dominoes at the club. Hazel can then relax and chat with others. The hub means a lot to both of them.



**Melanie** runs an art group at the hub on Wednesday mornings.



**Ruth** lives with dementia. She won an award in the National Dementia Care Awards 2024 for 'Inspirational person with dementia'. And **Shashi Prasad** from the Lions Club won the dementia and diversity award.



The hub is working hard to include all people. They are producing their information into other languages.



They had a grant from the lottery to support the café for the next 5 years.

In September 2025 there will be a new singing group for people with dementia and their carers.



## Improving our services and support



**Andrew Errington** is the Head of Practice and Development for Adult Social Care. He says it is good to see how people who struggle to look after themselves are having support and doing better.

People said they found it hard to find information about our services. The Council have done lots of things to make this better;

1. Made the website information clearer
2. Made our information available in easy read
3. Translated our leaflets into other community languages
4. Made 'Contact Us' posters and staff calling cards
5. Organised community engagement events during the year
6. Produced electronic newsletters which members of the public are able to subscribe to:

<https://www.coventry.gov.uk/ASCbulletins>

<https://www.coventry.gov.uk/carersbulletins>



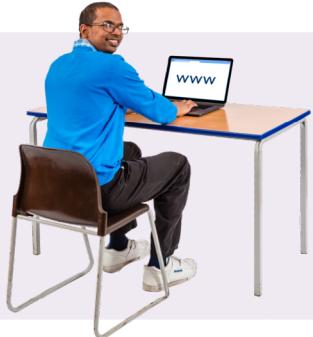
In 2024 they set up a Quality and Experience Group run by the Adults Principal Social Worker. It looks at work that has been done and gives feedback into the quality of support and experiences of those accessing Adult Social Care. It helps the Council know where things need to get better.



Digital technology is being used to help people stay safe and be independent. For example 99 year old Betty lives on her own. She has a wearable personal alarm in case of falls. She has an Alcove Video Doorbell paired with the Alexa so she can check who is at her front door.



Coventry and Warwickshire got 2-year funding from the Department of Health and Social Care, called the 'Accelerated Reform Fund'. We used the money to pay for these new ideas;



Bridgit Care is an online tool for carers. It can be accessed day and night. Carers can easily find different areas of support for their caring role and it fills in a self-help plan.



To recruit more Shared Lives carers with a video and adverts on the buses.



An extra hospital liaison worker at University Hospital Coventry and Warwickshire. They support and identify carers so they can have early help.



My Time is a project run by a charity from Liverpool called Local Solutions. They work with hotels, leisure services and local businesses to offer different breaks for carers. For example Coombe Abbey, the Slug and Lettuce pubs and Historic Coventry.

# Coproduction and working with people who use services and support



It is very important to listen to and learn from people with lived experience. They and their carers are at the heart of everything we do.



We make it easy for people to be involved. For example by paying their travel expenses.



In 2024 we did two surveys;

- A Safeguarding Experience Survey
- A Direct Payments Experience Survey,

to find out more about what it's like receiving a Direct Payment in Coventry, and what's working well.

2,108 people get our Adults newsletter and 4,334 people get our carers newsletter.

If you want to get the newsletter you can subscribe online;

<https://www.coventry.gov.uk/ASCbulletins>

<https://www.coventry.gov.uk/carersbulletins>



The Adult social care stakeholder group are people from Coventry who know about Adult Services as they either use services or they are a carer.

They meet up regularly to discuss how they think our service could be made better.

## Complaints and compliments



In 2024/25 they council received 85 complaints, but they had many more compliments -185.

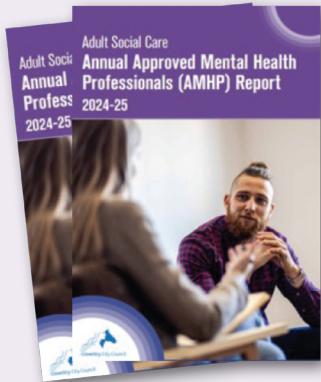


In 2024, the complaints leaflet was updated. It is now in other languages and easy read.

## Celebrating – awards and good news

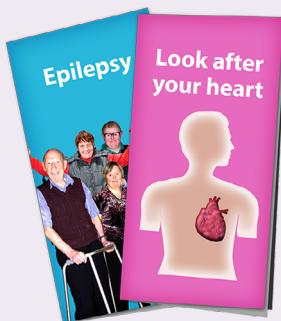


An Organisational Health Check is done every 2 years with Council staff. They said they were happy with our staff training, support and it's a good place to work.



The Council did our first Annual Report about what Approved Mental Health Professionals are and what they do.

There are now 6 apprentices who finished their Social Work Degree Apprenticeship. 7 are on the course at Warwick University and 4 are waiting to start a course in September 2025.



They put on our 4th Adults Services Wellbeing Event. This year changed from a week to a month to allow as many staff as possible to take part. The sessions included tips on keeping good physical and mental health.



**Andrew Errington** is the Principal Social Worker.  
He has written the social work Annual Report.  
You can read it here:

[https://www.coventry.gov.uk/downloads/download/5650/adults\\_principal\\_social\\_worker\\_annual\\_reports](https://www.coventry.gov.uk/downloads/download/5650/adults_principal_social_worker_annual_reports)



In 2024 – 2025 we have made more improvements to our services.  
These include:



- Helping people get back home after a stay in hospital through our Improving Lives Programme



- Improving support to unpaid carers



- Reviewing people's care and support plans every year



- Getting better at responding to people when they first make contact



- Improving how people can spend their direct payments



- Supporting our staff who join us from other countries



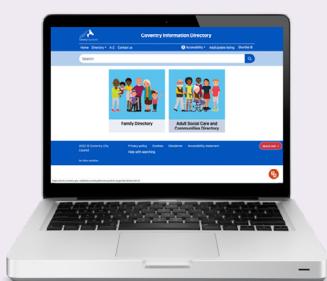
- Using new technology to improve what we offer



- Supporting our diverse communities through training for staff, and producing easy read and translated materials



- Developing our senior leaders, to make a difference



## Adult Social Care and Communities Directory

This online directory has all the information and advice you need in one central place, so you can find the information you need easily.

<https://cid.coventry.gov.uk>