

APPENDIX 12

Adult Social Care (ASC) Continuous Improvement Plan

1 Current Challenges

- Demand for Adult Social Care (ASC) continues to rise each year, people are living longer and there are more people living with long-term conditions, particularly dementia within residential and domiciliary care.
- There are increasing numbers of young adults in transition to ASC with complex needs.
- Care Market costs are increasing at a significant rate with workforce costs and recruitment being a challenge.
- We are also seeing increased numbers of people with complex needs discharged from hospital or supported at home to prevent hospital admission.
- The longer-term Covid legacy impact upon the availability and cost of care continues to be a challenge for our providers.
- The increased complexity of the needs of some people who we continue to support in their own home.
- Challenging workforce availability across health and social care.
- Telford and Wrekin has an increasingly older population with the prevalence of age related conditions.
- The length of stay of people in residential and domiciliary service has significantly increased over a number of years which has increased the demand on resources.

2 Population Key Facts

- The Census 2021 estimated there were 185,600 people living in Telford & Wrekin; 32,970 are over 65 years old. Although the population of the Borough is set to increase in coming year, very little of this increase will be in the working age population.
- 11.4% population increase, fastest growing in the West Midlands. 35.7% increase in the 65+ year old population and 52% increase for 70-75 year olds.
- There are estimated 18,000 people providing unpaid care to a partner, family member or other person.
- 1 in 5 or 20.5% of the population are disabled compared to England 17.7%
- For more information about the population of Telford and Wrekin, visit www.telford.gov.uk/factsandfigures

3 Our Operating Model

In Telford and Wrekin Adult Social Care we continue to follow a Person-centred Strength and Community Asset Based Approach which seeks to enable people with care and support needs to live as independently as possible in their own

homes and communities. Our approach importantly focuses upon ensuring prevention early intervention access to information and advice about health and social care. This enables people to make informed choices to enable them to keep independent whilst getting the information they need when they need it. Given the challenges currently faced across health and social care nationally as well as locally, it is critical that we continue to follow this approach in order that people do not enter long term support services too early so we can manage the resources we have to best impact for local people with care and support needs.

Part of the overall operating model is a financial model. This is used every year to estimate the expenditure and income likely to accrue from the delivery of care at the anticipated demand and based on estimated provider rates. Population is just one of many factors which are taken into account in developing the model, others include complexity of care, Government and Council strategy, and the impact of partner organisations on Social Care activity and funding. The volatility and complexity within the service means that there is always likely to be uncertainty in the predictions of demand which makes it challenging to predict budgetary impact. A three year planning horizon is used to determine the budget requirement in the medium term. Once the budget is set around March, detailed monitoring of financial performance and issues ensues throughout the year. Reports based on spending and income profiles are prepared in order to provide good quality financial information for the service and for updating the Council's SMT and Cabinet Members. Modelling is a dynamic process and is regularly updated as the position moves during the year.

Due to the Coronavirus pandemic, we have experienced increased numbers of people particularly on our hospital discharge and clinically led intermediate care pathways. We have also seen an increase in the numbers of people referred to our Health and Social Care Rapid Response and all Adult Social Care Teams. These teams support people to avoid any unnecessary hospital admissions and enable them to remain in their own home wherever possible and to live a life free from abuse. Our intention is to strengthen how people gain information, advice and support in partnership with the voluntary sector and health partners.

Co-Production and Making It Real

Co-production is about hearing the voice of the person(s) who access and/or use adult social care services. By creating an equal partnership between people who access adult social care and professionals, we can work together to make the best use of resources, deliver better outcomes and build stronger communities. Co-production is built on the principle that those who use services are best placed to help design them. We work in partnership with experts by their experience to continue to develop adult social care into a modern aspirational service.

The Making it Real Board with our other specialist partnership boards work together to ensure we deliver our statutory duties in the most impactful way. Our Making It Real board is made up of people who use adult services or who are interested in the development of adult social care (ASC) in Telford and Wrekin. The board works in co-production with council leaders, making recommendations on how different service areas can improve and develop, with the aim of seeing services progress towards more person-centred, community-based support.

As 'experts by experience' the board members are uniquely placed to ensure that council leaders are kept in touch with the day-to-day realities for people who use services and their carers and that local people are placed at the heart of decisions around the future of adult social care in the borough.

Prevention, Early Information and Advice

We continue to develop and improve the level of information, advice, support and guidance at our first point of contact, enabling people to help, support themselves to maintain their independence as far as possible. This helps us ensure that we can support the most vulnerable in our communities. Part of the initial support, where it is appropriate to do so, is to signpost to available and suitable community assets.

There are a range of early help, advice and interventions dependent upon the level of need that help us ensure that we use our resources proportionately:

[Live Well Telford](#) (LWT)

Our on line all age Directory of services provides self-help options, whilst promoting choice, control and independence for people to help themselves. Live Well Telford provides information and signposting to a wide range of services, activities and organisations in the area, to help everyone find the support they need to live healthy independent lives. People can look for information on services, activities and organisations who can give advice or practical support, help at home, health conditions, childcare information, leisure information and much more. Over 1500 Services are now registered and available on LWT.

Wellbeing and Independence Partnership (WIP)

Working in partnership with Voluntary organisations who provide individuals with information, advice, support, guidance and advocacy services without the need to contact ASC services

Family Connect

Providing specific social care information, safeguarding, advice, and signposting to other relevant services and organisations in line with the Care Act.

Live Well Hubs

We continue to provide information, advice and guidance through our hubs and booked appointments. This means that individuals and their families can have an early conversation with ASC staff about their care and support needs with the intention of promoting their independence for longer.

Calm Café

Providing support to those with emotional and mental health care and support needs – a space to meet likeminded people and gain support from trained staff.

Independent Living Centre

The independent Living Centre run in partnership with the CVS is now well established in the town centre and offers a drop in and booked appointments for information and advice about staying independent. This includes practical advice, equipment and assistive technology. There is also an online 'Virtual House' where from the comfort of people's own home a virtual tour of a house with examples of independent living equipment and technology that can be purchased directly: [Virtual House Tour](#) This resource is particularly important as we see the numbers of older adults in Telford and Wrekin increasing over the next few years and we want to make sure that we are providing that early information to prevent or delay higher levels of interventions being required.

Carers Wellbeing

For the third year with our local partners we have developed a Carers Wellbeing guide that has been circulated widely across communication channels and to carers known to the Council and partners: [Carers Wellbeing Guide](#) This gives Carers key information about the support available in Telford and Wrekin.

Transition to Adulthood

The ALD Team support all young people preparing for Adulthood from the age of 14. This enables time for the Adult Social Care worker to work with the young person, carers, Children's services, health and education to build a relationship and plan for services for when young person reaches 18. It is important for our commissioners to be able to understand service needs and plan for the future based on the young people who will need support from Adult Social Care. They link with developers, care providers and housing to develop services, looking at those who may require individual support and those young people who benefit from shared support. The transition process enables us to also support young people to get to know the universal support they can access in the community to maximise their independence and social inclusion. Alongside this we are working with leisure services to increase opportunities for inclusive leisure in Telford and Wrekin, where we are considering the current and future needs of individuals to help lead fulfilling lives. Working with carers is paramount in helping to achieve desired outcomes for the young people, whilst supporting carers to continue to maintain their caring role.

Specialist Housing Options and Extra Care

Our specialist housing options and extra care offer continues to grow in Telford – promoting independence in a cost effective way, enabling people to live in the community with their own front door, with assistance.

Digital Transformation

We are currently working with social care providers across our ICS to pilot digital social care technology, funded via NHSX, including digital social care records (DSCR) to ensure data is captured at the point of care and can be shared between care settings; and fall prevention technologies that can reduce the frequency and severity of hospital admissions.

The adoption of care technologies, including 'Ethel', will enhance the quality, safety and efficiency of social care. Ethel is an innovative touchscreen tablet that allows families and carers to stay in touch with the person via use of an 'always on', large touchscreen tablet. It allows an older person, or a person living with disabilities to contact a pre-set list of contacts like family members, a carer or health professional simply by tapping the screen, promoting independence for the person.

Hospital Discharge

We continue to work with partners in an integrated discharge team supporting people with complex needs, to leave hospital when they are medically fit to do so. We use a strengths based approach post hospital discharge and ensures that only individuals with complex needs go on to have clinically led intermediate care and many more are supported with community resources and assets to return home.

Care Act Assessments and Long Term Support

Our trend in providing long-term care demonstrates that we are supporting more older people to live within their own home and supporting people with a physical / sensory disability with their independence. We continue to perform well nationally being in the top quartile for the numbers of people supported to live in their own home as opposed to residential care supported by our community social work and occupational therapy teams and options for housing support including extra care provision.

We have a specialist team supporting those with learning disabilities and autism and a team supporting those with mental health issues. This ensures that staff have expertise in supporting people in these group and this has enabled the team to support even more individuals towards greater independence whilst supporting family carers too.

Following engagement with people and their families, we developed the Learning Disability Strategy, Ageing Well Strategy and Autism Strategy. The associated Partnership Boards enable us to develop our offer to meet current and future needs.

We are currently working with partners and local people to develop an all age Carers Strategy and a Mental Health Strategy for Telford and Wrekin.

Supporting our Care Provider Market

We continue to work closely with our Care Provider Market and have co-produced our Market Position Statement: [Market Position Statement](#) with Partners in Care and Care Providers to develop our market to meet current and future need. Our Market Position Statement sets out our story so far and will be refreshed in co-production with our care sector on 2024/25.