



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Integrated
Care System
Shropshire, Telford and Wrekin

Telford & Wrekin Council and Shropshire, Telford and Wrekin Integrated Care System

Joint Market Position Statement for Adult Social Care in Telford and Wrekin

2025-2029





Introduction

We recognise and thank all care workers for the high-quality care and support you provide to individuals every day.

The Care Act 2014 instructs Telford & Wrekin Council to set out our understanding of demand for care and how that demand may change over time. This Market Position Statement helps us meet our legal duty to sustain and shape our market.

Following on from the previous Telford & Wrekin Council Market Position Statement, we want to transform **social care** and **health services** to achieve and focus on **early intervention, prevention** and **improve person-centred care**.

In common with other local authorities, we continue to face financial pressures. However, we strive to ensure the provision of **safe, good quality**, accessible services that meet **individual needs**, while ensuring **best value** and **real choice**. **Coproduction** is embedded within everything that we do, putting local people at the heart of commissioning and the delivery of services.

This document is aimed at existing providers, potential providers and voluntary sector services of health and social care. It is considered to be the start of dialogue between the Council, Health, people who use the services, carers, providers, and others about the vision for the future of health and social care markets.

We will continuously review progress and will publish an annual Market Sustainability Plan, providing an overview of our demand for social care services and how we would like to work with the market.

Telford & Wrekin Council's Adult Social Care services inspected and rated by Care Quality Commission as GOOD. Committed to delivering innovative and exceptional services.



Cllr Paul Watling

Cabinet Member for Adult Social Care and Health



Cllr Kelly Middleton

Cabinet Member for Public Health and Healthier Communities



Fliss Mercer

Executive Director: Adult Social Care, Housing and Customer Services



Simon Froud

Director: Adult Social Care

Inspected and rated

Good





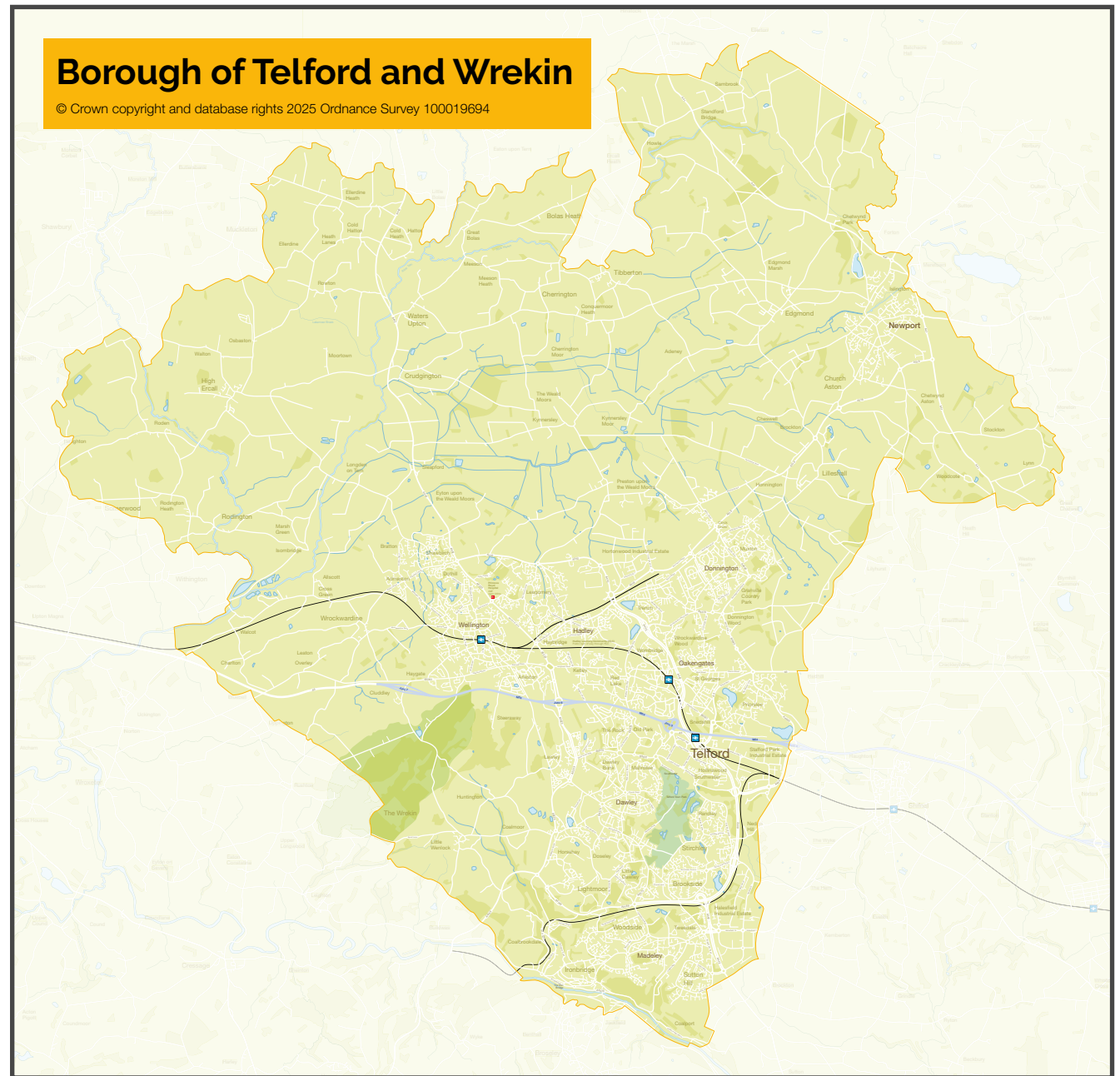
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About the Borough of Telford and Wrekin

Telford and Wrekin is a place of contrasts, a distinctive blend of urban and rural areas, with green open spaces alongside contemporary housing developments and traditional market towns.



The population of Telford and Wrekin continues to grow at above national rates. The growth of the population between 2022 and 2023 (1.5%) continued to be at a greater rate than England (1.0%). The Borough saw one of the largest increases in population aged 65 plus in England in the decade to 2023, with an increase of 28.5% (England 16.1%). As the Borough grows, it is also becoming increasingly diverse, particularly amongst our younger residents.

Telford and Wrekin is a place of socio-economic contrasts. Parts of the Borough are amongst the most deprived in England, with deprivation rates comparable to inner cities, whilst other areas are amongst the least deprived in England. There are notable inequalities in the Borough which are affecting outcomes for residents, and overall health in the Borough is below average.

One of the biggest challenges for the Borough is still health inequalities. It is important to emphasise that the health of the Borough is improving overall, however, for several key measures the health of the population is not as good as the national average. This gap to the national position is most evident in the most deprived communities of the Borough with key challenges including a lower life expectancy, higher rates of long-term illness and disabilities, high obesity rates and high rates of admissions to hospital for a variety of conditions.

Telford and Wrekin key facts

Borough population



191,915

Local demographics



114,800 18-64

35,100 65+

3,900 85+

Population projections

Borough population 2035



203,500

116,200 18-64

45,100 65+

6,300 85+

Read more about Telford and Wrekin Joint Strategic Needs Assessment (JSNA) [here](#)

Local Authority population projections are due out July 2025. You can find out more by visiting [understanding Telford and Wrekin](#).

Understanding our demand

Mental Health support

The number of people with a Mental Health need has consistently been around 150 people over the last two years

Read more about Understanding Telford and Wrekin [here](#) 

Highest growth age group

62% increase of over 85 year olds in comparison to national growth of 43% over the last 10 years

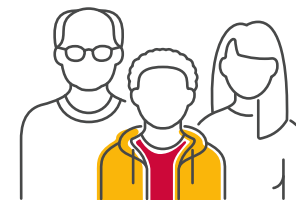
65+ year olds with dementia

2,200 currently with the potential increase to 3,100 by 2035

Disabilities

2,700 of 18-64

living with learning disabilities and 9,366 older people with a limiting long term illness



Number of unpaid carers



13,400 18-64
4,000 65+

Supporting people to live as independently as possible



To date we have supported

447 individuals

with learning disabilities and/or mental health to have their own front door

Enablement or long-term home care



At any one time we have approx.

870 people

receiving enablement or long-term home care. In 2024 we supported over 2,300 people through our system, commissioning over 1 million hours of homecare

Local demand

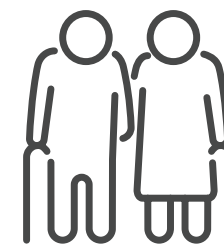
Demand for Adult Social Care continues to rise each year, people are living longer and there are more people living with long-term conditions, complex needs particularly dementia within residential and home care.

There are increasing numbers of young people in transition to Adult Social Care with complex needs.

Learn more about Commissioning Strategy and Market Position Statement for Children's Safeguarding and Family Support [here](#) 



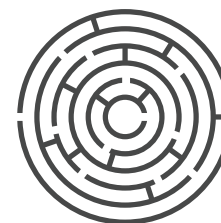
Increasing number of discharge notices
3,080 discharge notices received to support people leaving hospital. This is an **average increase of 6%** since 2001



Adults are living longer with poor health and disabilities
which means there is more longer-term need to support and the number of people with **complex needs is also increasing.**



We are seeing a **significant increase**
in the number of adults awaiting autism diagnosis.



We have an **increasing need for complex**
elderly mental health and dementia health care.



We continue to see an **increase in demand for mental health services**
as a legacy from the pandemic.

Resource pressures

The Council is facing significant budget challenges in providing social care, especially for older adults and people with disabilities. The length of a person's stay in a care home and increased complexity of individuals has seen increasing costs and increasing demands. However, Telford & Wrekin Council has a long track record of sound financial management. The points below set out some of the context to the Council's medium term financial strategy:

- The funding position nationally is uncertain with a one-year funding settlement from Government for 2025/26 and a funding review in the near future.
- Pressure on the budget from increasing costs and high demand for services such as Adult Social Care and Children's Safeguarding.
- Significant funding gap suggested by the Local Government Association for Councils over the next two years of over £6bn.
- Locally Adult Social Care 2025/26 net budget around £77.2m and Children's Safeguarding 2025/26 budget around £49.6m making up around 75% of the Council's net budget.
- Savings required ongoing commencing 2025/26 around £11.8m, with a total already delivered since 2009/10 of £181.7m.
- Adult Social Care pressures from population growth and growth in unit cost per person growing significantly year on year in all 18+ age groups.
- For 2025/26 the Council approved a general Council Tax increase of 2.99% plus a 2% increase for the Adult Social Care precept to meet the current high levels of financial pressure arising from the increased demand for and cost of Adult Social Care and the uncertainty facing the Council. All the funding raised through the council tax increase is being invested in the provision of Social Care services for the most vulnerable children and adults in our community.



Action

We need to continue to look for the best value solutions to meet people's needs, which will not only deliver better outcomes but will enable us to address the significant financial pressure that we are facing. Through our commissioning intentions we will explore service remodelling, best practice and negotiation with service providers. We want providers to work with us to address this challenge.

People matter in Telford and Wrekin

- **Telford & Wrekin Council's Plan**, highlights our priorities and underpins this Market Position Statement. Every child, young person and adult lives well in their community. Our vision is to protect, care and invest to create a better Borough. The further development of the integration of health and social care, alongside the development of collaborative strategic commissioning across the Borough will help us to achieve this aim.

- Improving the health and wellbeing of adults is an overarching theme in our **Health and Wellbeing Strategy**. There is a focus on adults affected by poverty, poor mental health, domestic abuse, alcohol and drugs and specialist educational needs and disabilities.

- **Telford Vision 2032** partnership ambitions supporting all adults to live well for longer, to live independently and enjoy the place where they live.



Local Health Care System – Neighbourhood Health

The Integrated Care System (ICS) brings together health and care organisations across Shropshire, Telford and Wrekin to collaborate more closely. Our ICS, known as Shropshire, Telford and Wrekin ICS, is responsible for:

- improving outcomes in population health and health care;
- tackling inequalities in outcomes, experience and access;
- enhancing productivity and value for money; and
- helping the NHS support broader social and economic development.



Learn more about the Shropshire, Telford & Wrekin Integrated Care System [here](#) 

Supporting the ICS to achieve those outcomes is the Telford & Wrekin Integrated Place Partnership (TWIPP). TWIPP's role is to agree and drive the delivery of proactive, preventative, high quality community centred health and care integration at place, contributing to delivering of the health & strategy priorities.

The work of TWIPP builds on already existing ways of working and looks to support improved outcomes for three priority areas for 2024 to 2026:


- supporting General Practice by working together to reduce and manage demand for GP services/appointments;
- improving mental health services and support for children, young people and adults (prevention, early intervention and specialist services); and
- healthy ageing (with a focus on preventing, reducing and delaying frailty).

The 2024/25 NHS priorities, as outlined by the government in its 10-year plan, focus on recovery and improving core services, with a strong emphasis on moving care to communities, leveraging technology, and prevention. There is an urgent need to transform the health

and care system and a need to move to a neighbourhood health service that will deliver more care at home, or closer to home, improve access, experience and outcomes and ensure sustainability of delivery. TWIPP have identified four neighbourhoods within Telford and Wrekin, which are currently aligned to the [Primary Care Networks](#):

- Newport & Central PCN
- South East Telford PCN
- TELDOC PCN
- Wrekin PCN

Work is underway in the neighbourhoods to strengthen and re-design community services to meet local needs, to improve coordination and communication locally, and to identify and deliver approaches that support a more integrated approach across health, local authority, VCSE and the community to improve people's outcomes.

View more information on the role of systems, places and neighbourhoods [here](#) 

As this work evolves, joint commissioning in neighbourhoods will identify and commission services to meet the needs of people in those specific areas. This work will be built from the commissioning intentions identified throughout this document.

Our commissioning principles

Putting people and prevention at the heart of everything we do. We will commission based on the following principles.

Outcomes focused

Our primary focus is on the delivery of improved outcomes for the people who live in Telford and Wrekin, their unpaid carers and families. With an early intervention and prevention approach to reducing and delaying someone needing long term care being a priority we will only commission provision that:

- delivers our priority outcomes
- reduces inequality
- maximises personalisation
- gives choice and control, and
- supports maximized independence.

Involvement

We aim to ensure that the views of the people who use our services to shape commissioning decisions. We are committed to developing innovative ways of engaging people, for example, through co-design and co-production. The voice of the people that need our services alongside private, voluntary and third sector

care and support providers, will be part of all commissioning activity and subsequent performance management framework design.

Value for money

We aim to achieve maximum value for money from all services and commissioned activity. Every pound we spend on behalf of the taxpayer must demonstrate its worth. We will always seek to allocate expenditure to achieve maximum impact, which can mean decommissioning services and to reduce expenditure where expected benefits are not being realised; however, whilst the price we pay for services is important to us, we recognise that it is not the only measure of value; the outcomes, quality delivered and the social value achieved are also of importance.

We will look to benchmark and work regionally to ensure we are achieving a price that offers value for money for the Council and partners and is also sustainable and appropriate for the service delivery. Comparing care provider fee rates is challenging with variable costs and each area having their own unique position, therefore we will review care costs independently, considering our financial landscape.

Evidence based

We will base commissioning decisions on the evidence available to us, whether this is through an analysis of needs and gaps, an understanding of what works in achieving desired outcomes, an assessment of best practice, or an options analysis.

Proportionate

Our commissioning arrangements range from multi-million-pound contracts with large private sector companies, to grants of less than a thousand pounds with small voluntary organisations. We aim to differentiate our commissioning processes so that they are proportionate; for example, to the amount of spend, the level of risk involved, and the type of provider. A fundamental principle is that our arrangements and processes for sourcing and procuring provision should be as simple and streamlined as possible.

Fairness for all

As part of our commissioning process, we will ensure that all projects and services are designed to meet the diverse needs of individuals and communities, promoting fairness and inclusivity.

Provider diversity

We aim to encourage a diverse provider market operating locally to stimulate quality and greater value for money. We are seeking to work together to develop services, and to be in a position where placements are prioritised with good or outstanding providers.

It may sometimes be more effective to commission block contracts or to structure services on a cluster or neighbourhood basis, depending on the specific needs of the population and the nature of the care being delivered.

Transparency and fairness

Our commissioning processes and decisions will be underpinned by principles of transparency and fairness. We will develop new provider and market forums to enable open dialogue and will inform providers of

the reasons for our decisions. We will build on existing provider forum networks and see this statement as the beginning of the partnership journey in how we get there.

We aim to simplify and streamline the process for Voluntary, Community, and Social Enterprises (VCSEs) to compete for and win Council contracts, fostering greater accessibility and transparency.

Innovative

We will seek to improve our commissioning practice, including the development of alternative models of delivery, procurement, funding and payment.

Proactive approach

A proactive preventative approach that maximises health and wellbeing, independence, and self-care in or as close to people's homes as possible in order to reduce people's need for health and care services.



Co-production and engagement with people who access Adult Social Care services and partners

We have established strong partnership arrangements with Partners in Care, a not-for-profit membership organisation that represents local care providers. Throughout the year, we host provider forums where care providers and commissioners come together to share insights, collaborate on service development, and help shape the future of care delivery in the Borough.

Through a wide range of people who use adult social care services, their families and carers, as well as the Making it Real Board and a variety of Partnership Boards co-production, co-design and engagement is prioritised, to shape how services are designed, improved and developed.

The boards work in co-production with officers and members making recommendations on how different service areas can improve and develop, also using the strategy action plans to drive progression towards person-centred, community-based support.

Find out more about our approach to Co-production [here](#) 

Care control and choice

We support and work to the Making it Real principles:

- Wellbeing and Independence – living the life I want, keeping safe and well;

- Information and Advice – having the information I need, when I need it;
- Active and Supportive Communities – keeping family, friends and connections;
- Flexible and Integrated Care and Support – my support, my own way;
- When Things Need to Change – staying in control;
- Workforce – the people who support me.





Living Well in Telford and Wrekin

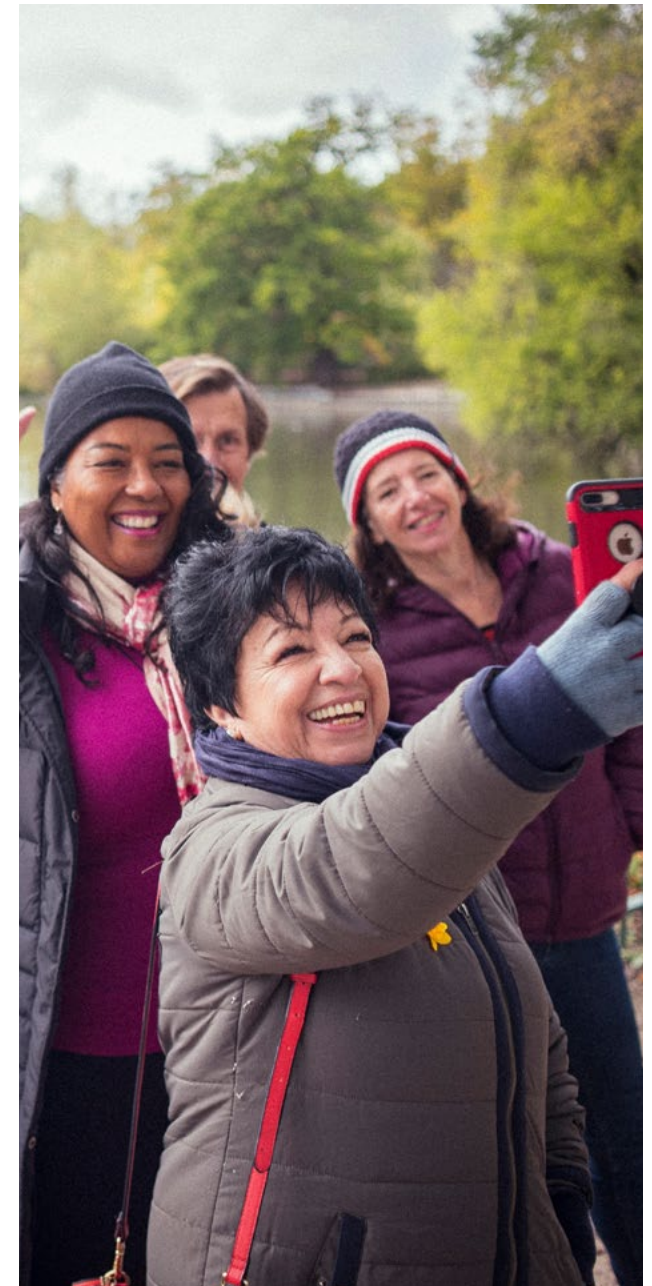
Our Commissioning Intentions

Telford & Wrekin Council commissioned a service wide review of Adult Social Care focusing on modernising the service, to identify and harness opportunities for transformation and sustainable developments. The review called Making Prevention Real built upon a solid foundation of service improvement activity that is already underway in Adult Social Care to improve outcomes for people, as well as reducing cost pressures. This has helped shape our commissioning intentions.

Our commitment is to ensure that everyone has the opportunity to lead a happy, healthy and fulfilling life. We believe that meaningful support comes from strong communities and the partnerships within them. To do this we will work with our communities and organisations involved in those communities to develop support that makes sense to them. Our approach will be to work with groups of people and organisations to develop, design and where necessary change the way services are provided. This approach will help people get support early and avoid them escalating into a crisis and/or needing further long-term support.

Early intervention and prevention is at the core of our approach to reducing the overall need for high-cost social care services and improving overall outcomes and health inequalities. We aim to commission services that promote health, wellbeing and independence, enabling people to have choice and control. When people need more support, we want a market with the right housing and care options to enable them to continue living the life they want.

Our approach to prevention will be based on a better understanding of our local populations health needs and we will work closely with colleagues from Public Health to understand how we can commission services that support the wider determinants of health.



Message to the market Living Well

- In 2025 we will review the front door offer from Adult Social Care to ensure that we can proactively support people at the right time.
- We will review our day service and respite offer for older people, people with learning disabilities or autism with a view to expanding services to support our prevention agenda; we will work with providers who can offer creative and innovative solutions that are value for money and can support carers and provide enjoyable experiences.
- Our Flexible Care Arrangements framework for learning disabilities, autism and mental health is due to end. We are currently reviewing this arrangement and looking to develop a broader disability services framework to be released to the market during 2025.
- Working with Housing Strategy and Commissioning who will act as the single point of contact, we would like to work in partnership with developers earlier to shape the supply of accommodation and ensure all accommodation meets the care needs of people within our Borough, including maximising digital technology.
- We will encourage creative practice and the use of digital technology to support people and their carers.
- We will explore specific specialist provision that will support a small but emerging need for people who have been discharged from long stay hospitals, or who are experiencing crisis and require unplanned emergency accommodation to prevent hospital admission.
- We will continue to review the need for specialist and skilled local provision for Adults with Complex Needs including adults with acquired brain injury, developing a robust accreditation process for providers wishing to work in this area and once the market has developed, explore repatriation opportunities.
- We will work in partnership with local organisations, community groups and the voluntary sector to develop opportunities to reduce social isolation, encourage engagement and create meaningful activities for people to stay active, well and independent.
- We will work with the market to help shape and deliver targeted proactive prevention and early intervention programmes.
- We will continue to ensure the quality of all providers to increase the uptake of Direct Payments, to support choice, control and flexibility.
- We will continue to innovate and work proactively with partners where there are opportunities to do joint commissioning.

Ageing Well in Telford and Wrekin

Our Commissioning Intentions

People are living longer, and statistics show that the numbers of older people are increasing both locally and nationally. Demand for services is already increasing and as our older population increases, we expect further demand on already limited services and resources.

We are proactively working to ensure we have vibrant and diverse care markets ensuring that people are supported with a strengths-based approach to enable and maintain their independence, whilst also ensuring that we can provide support for those with more complex needs, particularly those living with early and advancing dementia.

We know that our population of adults with learning disabilities is ageing, therefore we need to ensure our services are accessible to older people with learning disabilities. We are working strategically to develop partnerships with traditional older people's services to adapt and diversify to meet the needs of ageing adults with a learning disability.

The Ageing Well Strategy starts from a position of supporting people to live well for longer, so that people have a life, not a service.

Learn more about Ageing Well in the Borough [here](#) 



Message to the market Ageing Well


- We will continue to work with innovative providers to ensure we can support people using strength-based approach to live well for longer.
- We will further develop our services to ensure they are accessible to older people with learning disabilities and that we work strategically to develop partnerships with traditional older people's services to adapt and diversify to meet the needs of ageing adults with a learning disability.
- We will continue to explore opportunities and innovative contracting to commission a diverse range of services that prevent, reduce and delay needs for formal care and support, ensuring that older people are supported to be as independent as possible.
- We would like to see a growth in preventative community-based services, including those that promote healthy lifestyles, that are accessible for all and create stronger local communities across the Borough.
- We want to work with our stakeholders locally to continue to explore integrated falls pathways and reduce the number of emergency hospital admissions caused by falls.
- We will continue to work jointly on palliative and end of life care pathways.
- We look to providers to support us in developing additional specialist extra care provision within our Borough as an alternative to residential care.
- We will increase the number of people benefiting from enablement care and continue to commission enablement provision in a variety of ways that meets the 2-hour response time to support same day discharges across seven days per week.
- We would like to work with providers to improving outcomes for individuals receiving enablement care, ensuring they achieve greater independence, well-being, and quality of life.
- In 2019 we introduced a geographic zone model, segmenting home care provision into 5 zones. We are seeing an oversupply of this market, therefore our intention in 2025 is to review this model to ensure we can effectively manage support demand.



Information, Advice and Guidance

We know from talking to residents of the Borough that seeking the right information, advice and guidance can sometimes be a challenge, and planning for the future is often only considered when the need arises.

We co-ordinate and maintain services that provide accessible, up-to-date, accurate, comprehensive, but proportionate, advice and local information relating to care and support. This is embedded in our prevention approach to prevent, delay and/or reduce needs. Our information and advice is available to everyone, regardless of their eligibility for other services from Adult Social Care.

You can find out more about our information, advice and online services [here](#) 

Live Well Telford

Live Well Telford is an all age, online community directory for Telford and Wrekin. It enables people to search and access community provisions in their area. Local communities, voluntary sector groups, faith groups and service providers are encouraged to include and maintain their services on Live Well Telford. We ask all local community groups and service providers to take an active role in ensuring your service offer is updated.

Read more about Live Well Telford [here](#) 

The Council will continue to grow its 'Live Well' Hubs across the Borough of Telford & Wrekin, so that we can enable people to access support from universal services earlier and will continue to develop our local offer to ensure that individuals can receive the right advice, information and guidance at the right time, in a way that is appropriate for them.

Message to the market Ageing Well

- We want to work with providers to make it easier for people to access and share information about the care and support they are receiving in a timely way
- We want to ensure we are all using clear and inclusive language and alternative formats to explain to people what Adult Social Care and Health offers.
- We aim to provide timely advice, information and guidance to help prevent people from needing formal care services, by supporting them to access and make the most of community-based resources.


Independent Living Centre

We have an Independent Living Centre (ILC) which is an all-purpose environment to promote independent living. People can find out more about the following in the ILC:

- Assistive Technology solutions
- Digital solutions
- Occupational Therapy early help assessments
- Information and advice
- Community engagement and participation
- Sensory Impairment and drop-ins

As well as being a health and support hub, it is our digital and technology shop for our residents. We also have a 'Virtual House', through which people can virtually walk and look at the technology that is available to support them in a discreet and aesthetically pleasing way.

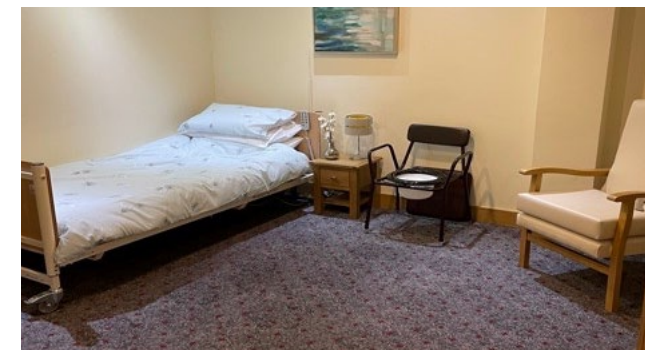
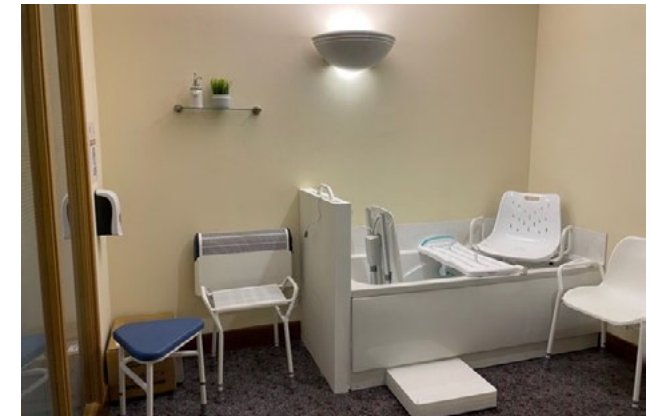
The ILC allows people to see what is available, to test and feel technology and be able to become familiar and at ease with using this in their own homes.

Learn more about the Independent Living Centre [here](#) 



Message to the market Ageing Well

- We expect all providers to maximise use of technology to increase and develop independence and prevent the need for long term care and support.



Enablement

Social care has a long history of delivering effective enablement with our partners. We work alongside Shrewsbury and Telford NHS Hospital (SATH), Shropshire Community NHS Trust (ShropCom) and other health professionals as integrated teams:

- Care Transfer Hub to support hospital discharge
- Telford Integrated Community Assessment Team or TICAT to support people through their enablement journey; and
- the Urgent Community Response Team to provide alternatives to hospital admission.

Whenever identified as having additional therapy or care needs, people leaving hospital will be supported to recover at home or within a care setting through the provision of short-term enablement or rehabilitation. At the end of their enablement interventions, people will be assessed for any ongoing care needs at home or care setting. Enablement support may also be provided as part of the support to avoid a hospital admission.

Home-based enablement

Further commissioning for home care enablement will take place in 2025, using our Dynamic Purchasing System providers under mini competition. Providers will be required to accommodate a response to accept each person within 2 hours to support same day discharges across seven days per week. This will include live-in options and mobile night care alternatives while people recover and have enablement support.



We want to see the enablement home care offer to maximise support for enablement goals of:

- encouraging independence;
- single handed care where realistic and safe to do;
- support the use of digital technology; and
- flexible care overnight to support people's night needs.

We would like to invite people with ground floor living to join our Shared Lives Carers. We would like micro providers and voluntary organisations to consider how they can support the Pathway Zero where people may not need personal care following hospital treatment but are identified as needing support within their local communities to maintain their independence and well-being.

Enablement gives a regular flow of support and as such lends itself to full employment contracts rather than zero hours, which also supports retention of care staff. This would give a more stable working pattern and provides more consistency for the looked after person.

Message to the market

All partners are seeking to support a 'Home First' approach. We aim to reduce our use of enablement bedded care. Therefore, our utilisation of enablement home care is expected to increase.

Bed based enablement - (Nursing or Residential)

Due to the increased needs of individuals requiring bed-based enablement we have seen a move from the residential level care needs to nursing and nursing with dementia care beds.

We want to work with the market to ensure that people are supported with a strengths-based, person-centred approach to enable and maintain their independence and improve their outcomes after a period of illness.

Message to the market

- We predict a continued increase in overall demand for enablement; therefore, we are planning to commission additional block-contract

bed capacity in the future. These will be for nursing and nursing with dementia care levels.

- Commissioned block-contracted beds provide certainty of capacity for bed-based enablement. This requires providers to be flexible and take same day admissions up to 7pm (except across weekends) and provide consistency of the enablement approach, including in-house or arranged therapy offer to maximise therapy, independence goals and reduce the length of stay.
- We are looking to providers to support discharge for hospital patients within 2 hours, including the discharge of people with complex needs into community provision.
- We will increase the number of people benefiting from enablement care and increase the effectiveness and monitoring of enablement goals to help reduce the need for people needing long term care and support.
- We will review alternative models of step-down enablement care, including the potential to expand extra care housing as people transition from hospital to home.

People with Learning Disabilities and Autism

A significant proportion of the Council's Adult Social Care annual expenditure is supporting people to access Learning Disability and Autism services.

Across Telford and Wrekin, there are an estimated 2,727 people aged 18 plus who have a learning disability currently. This number is expected to rise to 2,800 by 2030. The number of people aged 18 plus who have autism is 1,400 (made up of 1,100 aged 18-64 and 300 aged 65+). Only people with an eligible care need are known to Adult Social Care. We fully recognise that the needs of people with autism are distinct from those of people with learning disabilities.



Telford & Wrekin's Learning Disability Strategy is due to be reviewed in 2025/26 and will set out the local vision for how statutory services (health and care) will continue to work together to ensure the right services are available to meet current and future needs of people with a learning disability. We want to continue to make sure people with learning disability and/or autism are treated equally and respected, that their rights are recognised and that they can access the support they need closer to home.

The Autism Strategy 2023-2028 has system support with its actions being overseen by the Autism Partnership Board. Early intervention plays a pivotal role in enhancing outcomes for autistic people. Timely diagnosis and targeted support, contribute to the development of essential life skills and overall well-being. The Autism Strategy's key priorities are:

- good information, advice and guidance;
- supporting raising awareness/acceptance;
- supporting to improve inclusion;
- focusing on education, training and employment opportunities;
- supporting healthy living;
- supporting young people in preparing for adulthood; and
- working with the criminal justice system.

In October 2024, there were 662 people who are awaiting an autism assessment; this has risen to 800 people in January 2025.

Support in the community is commissioned through a range of options, including day services. 85% of day services for adults with learning disabilities and/or autism are delivered through the Councils internal provider My Options, provision includes a skills hub and building based services. They provide opportunities to meet other people develop friendship and learn new skills.

Read more about how we can support people in the Borough who have a learning disability [here](#) 
Learn more about the Autism Strategy [here](#) 



Action

Throughout 2025 and beyond, we will:

- Implement the Autism Strategy Action Plan;
- Refresh the Learning Disability Strategy;
- Review our existing services for people with a learning disability or autism;
- Co-design a new vision and future model with people who use services, their families and providers;
- Develop the preventative offer for Autistic adults with a particular focus on those transitioning to adulthood;
- Develop local provision that meets the needs of adults with disabilities including young adults with complex needs, people with autism and people who are or may be at risk of entering criminal justice system;
- We will review our Day service opportunities for older people, people with disabilities, young adults and people with an ABI;
- Tender for any service opportunities in 2025/26.



Physical disabilities

Support for adults with physical disabilities and sensory impairments is commissioned through varying options, including micro-providers, direct payments, community activities and a small amount of more traditional day opportunities for adults.

Action

- We will work with people with physical disabilities to explore opportunities to develop our local market with a new vision, focused on:
 - person centred support;
 - employment opportunities;
 - developing new skills; and
 - technological solutions
- We will review our day services provision and co-design a new vision and future model with people who use day services, their families and providers.
- We will review our community led support offer for adults with physical disabilities.
- We will work closely with colleagues in Housing Strategy and Commissioning to support access to adopted and accessible properties available in the Borough.



Message to the market

- We would like to work in partnership to improve employment opportunities for working-age adults.
- We are looking to care providers to work with us to develop a community led support offer.

Acquired Brain Injury (ABI)

We have an increasing number of residents in the Borough who have an acquired brain injury.

Nationally ABI admissions in the UK have increased by 12% since 2005-06, with there being 356,699 admissions to hospital in 2019-20.

Limitations and gaps within our market locally often means that people with ABI have to receive care and support outside of the Borough. It is a commissioning priority to understand our local needs in greater depth and the Council recognises it must work proactively with the market to develop the local market to support individuals to live within Telford and Wrekin.

The Council would like to explore development of a Live Well Strategy throughout the duration of the Market Position Statement which will formalise our strategic intentions for adults with acquired brain injury and/or physical disabilities.

Action

- As a partnership we will review our existing demand and pathways to inform our commissioning intentions.
- Develop an accreditation process for providers wishing to work within this area.
- Explore opportunities to develop an all-age disabilities strategy.
- We will also work proactively with our colleagues in strategic housing, to develop accommodation-based opportunities to proactively support adults with an ABI, when we have developed our local care market.

Message to the market

- It is a commissioning priority to understand our local needs in greater depth and the Council recognises it must work proactively with the market to support individuals to live within Telford and Wrekin.



People with Mental Health needs

In 2025, there are approximately 21,000 people living in Telford and Wrekin living with a common mental health disorder. This will increase by a predicted 600 people by 2030. Of those known to Adult Social Care, a considerable number have two or more psychiatric disorders.

Additionally, the JSNA tells us that diagnosed depression in those aged 18+ (QOF prevalence) is reported as 16.2% of the population in 2022/23, which is higher than the prevalence for England (13.2%). This equates to around 25,579 people (source: PHE Fingertips depression prevalence 2022/23).

Self-reported wellbeing from responses to the Annual Population Survey within Telford and Wrekin were similar to England across all four indicators in 2022/23 (happiness, satisfaction, wellbeing and anxiety).

The rate of emergency hospital admissions for intentional self-harm per 100,000 population was similar in Telford and Wrekin to England for females, males and persons in 2021/22. The rate for females was 86.9% higher than males.

We know that 60% of females in contact with secondary mental health services live in stable and appropriate accommodation, which is 3.5% higher than for males. We also know the gap in employment rate is 22.5% higher for males than females for those in contact with secondary mental health services.

Telford & Wrekin Council currently supports 308 people who have eligible care needs under the Care Act within the mental health category. The cost of commissioned mental health support between April 2024 and end of January 2025 was just short of £4million.

Work is currently underway to develop an all-age Mental Health Strategy for Telford and Wrekin. The strategy vision is to make sure people can access the support they need, when they need it. We aspire to achieve parity of esteem between physical health and mental health.

The Council is committed to several key priorities related to mental health and these include:

- The promotion of positive emotional health and wellbeing
- Reducing the stigma associated with mental health
- Ensuring our strategy and services are developed alongside people with lived experience.

Early engagement with people who use services has identified the following emerging priorities.

- Information, advice and guidance
- Prevention and early help
- Support in a crisis
- Time to listen

Action

- We will co-produce with our residents (including children and families) our priorities for service developments and mental health support resulting in a mental health strategy for Telford and Wrekin.
- Continue to work with the community and voluntary sector to ensure a broad range of services in the community which promote wellbeing, prevention, early help, focus on recovery and independence and reduce the likelihood of people going into crisis.
- We will work with Safer Stronger Communities to ensure the broadest community connections.
- We will work to ensure a robust offer of low level/preventative services.
- We will work to develop opportunities to support the parts of the community that are harder to reach.
- Continue to work with our partners across Shropshire (other Local Authorities and NHS organisations) to deliver local priorities, ensure care and support is delivered closer to home, improve outcomes and ensure efficiency.
- Ensure residents, including those in transition to adulthood and care leavers have access to a range of housing options to meet their needs.
- Support the development of the rehabilitation offer in Telford and Wrekin.

Through commissioned services and our approach to partnership working we support people to remain independent through community-based support. By working together and ensuring easy access to support, we aim to prevent reduce the delay the escalation of mental health needs reaching crisis point.

A number of services work collaboratively to achieve this, including:

- working with the rough sleepers' task force to prevent and reduce homelessness;
- working with partners across health, care and the voluntary sector to explore joint working solutions to better engage individuals;
- mental health hubs which offer peer led support; and
- Calm Cafes which offer improved access to support in a crisis.

Message to the market

- We would like to work with the market to ensure people have access to specialist provision closer to home.
- We would like to develop our prevention offer with a particular focus on those transitioning to adulthood.
- We want to work with providers to develop recovery focused approach which focuses on independence and gaining new skill.
- Continue the use of assistive technology to promote greater opportunities for independence.
- We want to develop the prevention offer and work with providers to maximise existing community led infrastructures.

Care and Support at home

Supporting people in their own homes is an important part of our local offer and key to helping people maintain their independence.

Message to the market

- We know our local home care market is very buoyant, and we have a high provision of providers working within the area who have capacity to increase business locally.
- We would like to work with providers to develop a home care model that integrates the latest innovation in digital technology to deliver an effective and sustained model of home care.
- We will work with the market to develop a flexible night-time care offer.

- It is recognised that there continues to be people move on from Extra Care to residential care, and the Council would like to explore opportunities to look at high needs Extra Care to prevent this from occurring.
- We would like to work with providers to develop alternative and flexible models of care and accommodation including Extra Care and models of support that is inclusive to those with learning disabilities, physical disabilities and autistic people.

Care and Accommodation

We know that good housing is an enabler to support people to both live and age well, and that there needs to be a wide range of choice and options for older people to maintain their independence.

Extra Care Housing in Telford and Wrekin has grown significantly in the past few years, in line with ambitions within the Specialist and Supported Housing Strategy. There are seven Extra Care schemes within the Borough of Telford & Wrekin, with a further two developments set to open in 2025. The number of apartments varies by scheme. Each scheme is managed by a Registered Social Landlord, with a registered provider delivering care and support.

The Council commission home care within the Extra Care Schemes in the Borough and local schemes have their own respective agreements with tenants for Peace of Mind (24-hour support). Although there is a wide provision of Extra Care in Telford and Wrekin, we have identified that there is a growing need for people under age 55 to access Extra Care accommodation. It also recognised that there continues to be people move on from Extra Care to residential care, and the Council would like to explore opportunities to look at high needs Extra Care to prevent this from occurring.

View the Housing Strategies [here](#) 

Action

We will continue to work with Housing Strategy and Commissioning as the single point of contact, Registered Social Landlords, Registered Care Providers and developers earlier to shape the supply of accommodation and ensure all accommodation meets the care needs of people through our Extra Care offer locally.



Specialist Accommodation

We have seen rapid growth in specialist supported accommodation in Telford and Wrekin over the last 2 years. These developments, of varying size and purpose, have offered a significant number of residents the opportunity to receive the right support in a place they can call home.

Offering specialist supported accommodation has been a priority for Telford & Wrekin Council. Since the publication of the specialist and supported accommodation strategy we have seen significant growth in this area.

We want to have total oversight of all developments within Telford and Wrekin so we can ensure that any development has an evidenced need, commissioner support and that we are fair to the whole market. We are also looking to providers, landlords and developers who are willing to work within Council agreed processes.

Action

We will continue to review all existing supported accommodation for adults with learning disabilities in Telford and Wrekin. This will inform our future commissioning intentions in this area.

Message to the market

- We will review all supported accommodation before proceeding with any new developments.
- We want to explore potential models of Extra Care for people under 55 years and low-level supported accommodation.

Specialist Residential Care

The partnership is committed to supporting people to have their own front door and we only commission residential care placements for those people with the highest needs.

We do not have a need to expand the residential care market for adults of working age, however, would like to work with our existing residential providers to develop care models to support our ageing population who require specialist services.

Message to the market

- We would like to work in partnership with developers and providers before any design stage to manage the supply of accommodation and ensure all accommodation meets the care needs of people within our borough, including maximising digital technology
- We are looking to housing developers, social care providers and Registered Social Landlords or/ non-for-profit landlords to identify new opportunities and to develop our strategy for future development.

Direct Payments and Micro providers

Direct Payments are a key element of the personalisation agenda. We would like to increase the uptake of direct payments, enabling people to choose their own care and support.

Individuals in receipt of direct payments and others who are self-funders wanting to support other members of their family can engage with the most suitable service to meet needs.

We support very small, community-based care and support services (called micro-providers) that:

- provide personal, flexible and responsive support and care;
- give local people more choice and control over the support they get; and
- offer a different option to more traditional services.

To be a micro-provider you must have eight or fewer paid or unpaid workers and be totally independent of any larger organisation. Examples of micro-services could include:

- support to keep well, socialise and remain independent;
- support to people living in their own homes;
- short breaks and holidays;
- support to access employment, education and leisure;
- day support and help around the home.

Read more about micro-providers [here](#) 

Action

We will review our micro-provider offer

We want to expand the Direct Payments provision to support personalisation



Support for Carers

The role of carers continues to be vital to the whole social care system, providing significant support to the people they care for. Our vision in Telford and Wrekin remains and continues to be, that carers are recognised, thanked and valued by the wider community and statutory agencies, for the significant support and care they provide to vulnerable adults.

Approximately 18,000 people identify themselves as unpaid carers living within the Borough. We know many unpaid carers do not recognise themselves to be carers.

The All-Age Carers Strategy 2024-2029 sets out the key priorities and vision for carers in the Borough of Telford and Wrekin and is focused on a number of key areas:

- Further develop the all-age approach to supporting carers across the Borough.
- Empower and co-produce with carers to drive change across the Borough.
- Support carers to have good physical, mental health and wellbeing.
- Work in partnership with carers and the wider community to promote a carer friendly Borough.

Our Carers Partnership Board (re-launched in January 2025) drives the implementation of the All-Age Carers Strategy, alongside advocating and championing the role of unpaid carers living within the Borough. We recognise that we need to raise awareness of unpaid carers across the Borough and learn from their experiences to develop our local offer to carers in the future.

Our respite services are either predominantly spot purchased and bed based with a small provision of block commissioned support, these services provide traditional support and facilitate overnight care and support.

The Council commissions an All-Age Carers Centre in conjunction with Children's Social Care, delivered by Telford and Wrekin CVS.

The Council has significantly grown the number of carers assessments taking place within the Borough and undertakes person centred support planning to ensure that carers can access support in a way that is meaningful to them, moving away from traditional bed-based care where appropriate to do so.

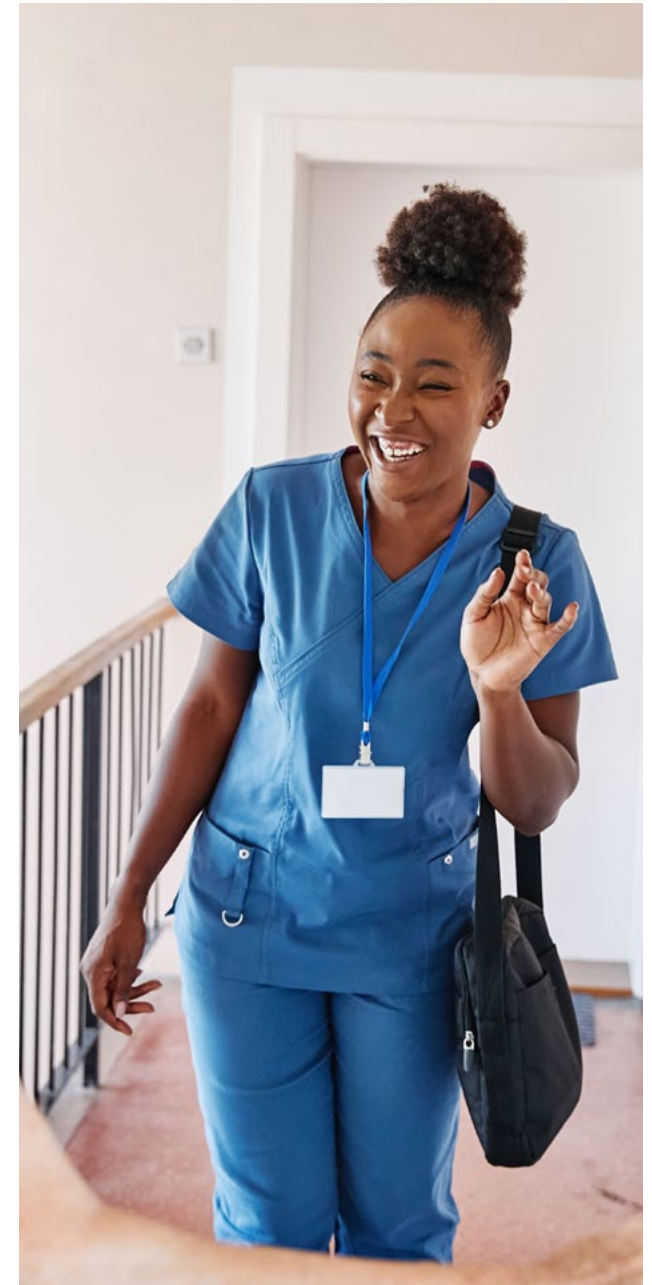
We recognise that we still have a way to go to ensure that carers can be supported proactively and effectively within their caring roles, recognising that we see carer breakdown across social care.

View the Carers Strategy [here](#) 

Action

To support the welfare, wellbeing and sustainability of our unpaid carers In Telford and Wrekin, we want to:

- Champion and advocate for unpaid carers, through the Carers Partnership Board;
- Explore opportunities for innovation within more traditional services, such as the Emergency Carers Response Service and replacement care;
- Continue to develop an all-age Carer Friendly Borough;
- Review and develop our existing carers contract, to ensure it meets the needs of all adult carers and fosters opportunities for innovation;
- Raise the awareness of who a carer is through media campaigns and across all the work we do;
- Explore and develop respite opportunities available to carers, and the information advice and guidance available to them;
- Work with universal services to ensure their services are accessible for carers for example leisure services;
- Support carers to have good physical, mental health and well-being;
- Work with seldom heard carers, to understand how we can develop and enhance our local services.



Community support

Support in the community is commissioned through a range of options, including Day Services. We want to support the development of community led activities through a range of universal and commissioned services enabling people throughout their life to achieve greater independence contribute to and make and connections with people in their local communities.

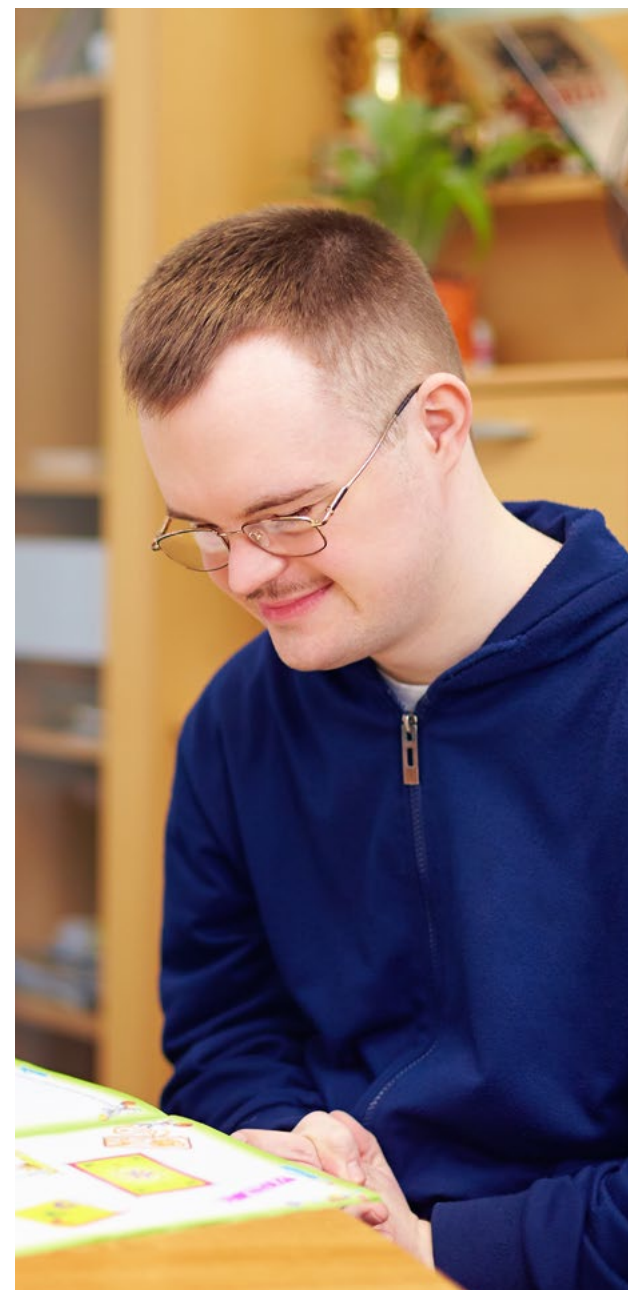
Currently, there are limited opportunities across the Borough to support adults with learning disabilities and/or autism to achieve any form of employment status. We know that when

people have access to the right support, greater independence can be achieved. We are committed to working with people with learning disability and/or autism and their families and carers to make the improvements happen. To assist with this, we want to work with organisations who can support more adults to connect to work including digital and peer programmes, work placements, volunteering and work experiences.

We want a model which offers choice by being more integrated with existing community assets, services, and organisations as well as building-based services for those who require greater levels of support, offering a range of options to suit what people want and where they live. To achieve this, we want to work with innovative providers, the voluntary sector and organisations who understand our vision to help design the community led support model of the future, whilst utilising existing assets and services.

Message to the market

- We are looking for care providers to offer day opportunities for working aged adults that focus on developing skills for employment and evidencing progression through the development of life skills were possible.



Digital and technology enabled care

Telford & Wrekin Council
digital strategy 2024-27:
Telford connected –
creating a better Borough
through digital innovation

The strategy has five digital themes:

- Digital Customers
- Digital Care and Support
- Digital Economy and Skills
- Digital Place
- Digital Council

Digital Care and Support

We will maximise the potential of digital technology in how we communicate and engage with our customers and partner organisations through providing the right digital environment within communities. Giving people the right digital access and skills so they can:

- do more for themselves encouraging and supporting digital inclusion
- promoting accessibility
- supporting new skills, and
- helping people live well and independently for longer.

We will work with our communities and our partners across our Integrated Care System (ICS) to **Digitise, Connect and Transform services**, providing the core foundations to promote independence. This will align with the ICS Digital Strategy, working with our partners including health and housing, using digital technology, to empower and enable people to fulfil their potential, be actively involved in their communities, stay safe and live healthy independent lives for longer in Telford and Wrekin.

The Local Care Transformation Programme, for example, will see the delivery of virtual wards; enabling people to get the care they need at home safely and conveniently rather than being

in hospital; to deliver a sustainable health and care system for the residents of Telford and Wrekin, and deliver digital solutions for children and young people's mental health services, as well as adult mental health transformation.


Population Health Management will use data to accurately predict and understand current health care needs and what the local population will need in the future.

With a focus on 'making prevention real' we are continuing to work to manage demand and promote independence across Adult Social Care services. The programme of work will review our approach to delivering our statutory duty to prevent, reduce and delay the need for care and support. This will include digital transformation and the use of predictive analytics and AI.



Examples of our Digital and Technology innovations

Care Technologies: To empower individuals, their families and carers to take control of their own care, promote independence and enable people to live well as part of the community and make the provision of social care more efficient and effective, releasing time to care for social care workers. This includes investments with providers in sensory-based falls technology and digital social care records to enhance care quality and efficiency.

Virtual Care: Introduction of virtual care systems like 'Ethel', which enable remote support for vulnerable individuals. If an individual meets Care Act eligibility for support, then the allocated worker will consider and discuss the Ethel as a possible route for meeting the needs identified in the Support Plan. We will then work with home care provider to train and support them with delivering the care support via the virtual hub. Learn more about assistive technology [here](#): 

Planned and non-planned overnight care support: Telford & Wrekin Council have partnered with a home care provider to provide care support over night for people as an alternative to 24hr care provision. The individuals are provided with an 'Oysta' device. The Oysta device coupled with the care provision has supported many people to stay living at home when previously they would have needed support in a 24hr provision.

Digital Portals: Development of portals for adult social care services, client finance management, and care providers portal to streamline operations and improve user access.

AI Tools: Pilot of AI-powered tools like Magic Notes to automate documentation and improve productivity.

One Health and Care (OHC): A shared digital care record system to consolidate and share information among local health and social care organisations.

Digital Switchover: Transition from analogue to digital alarm systems to ensure reliability with the national PSTN migration by 2027. We moved all our telecare customers over to a new digital Alarm system in readiness for the national switchover during 2024. We are the first local authority across the West Midlands to complete the analogue to digital switchover

Message to the market

- We will continue to seek opportunities to work with providers to expand the use of technology, digital solutions and Artificial Intelligence (AI)
- We want provider information to be accessible, and with the use of digital care records to be used to assure loved ones of the level of care being delivered.

Action

- We will find new ways to provide updates to people about the services they are getting or have applied for. This includes using digital tools and automatically generated information.
- We will ensure that our providers use assistive technology and explore digital solutions where possible and lead the way with innovative applications and devices which help promote independence and keep individuals safe. We are keen to ensure that assistive technology is used to encourage greater independence, including the reduction of night support.

Telford & Wrekin Council are proud to be a provider of Ethel assistive technology, a digital screen in the home that empowers residents to live independently, enhancing communication and autonomy for those benefiting from supported living arrangements.

Kevin's story

Kevin is 59 and lives in his own flat in a supported living scheme in Telford. He has COPD and previously lived in a mental health facility.

With coronavirus, I got pneumonia and was in hospital for a month. I'm lucky to be alive.

Now I have an oximeter machine that measures my oxygen, and I do readings four times a day. It's linked to my tablet and the readings go to care staff. If it's over 88% then it's ok. But when it's low they have to get the ambulance out.

That happened three times last year – it was scary. Sometimes the paramedics check me, but in the end, I don't need to go to hospital.

At night I wear an oxygen mask. I'm often short of breath and suffer from nerves, I can feel anxious and worried. But with the readings and this tablet, it feels reassuring.

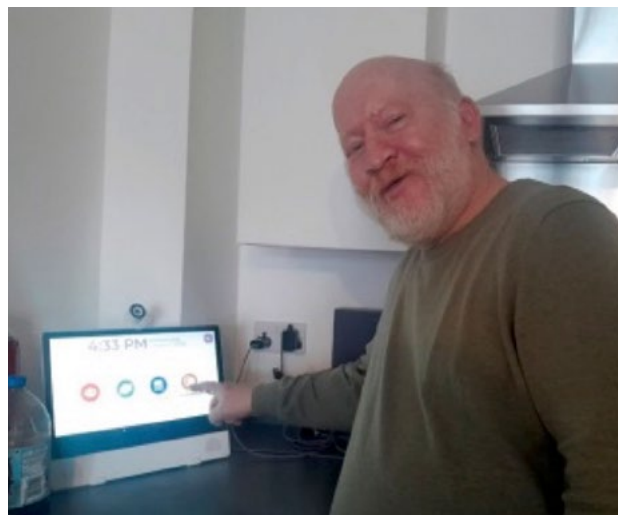
I also have a pendant alarm that works with the tablet. If I'm in trouble when I'm at home or out, I press the button, and it goes straight to SOS,

and I speak to someone. I've never had to use it though but it's there if I need it.

I used to live in a mental health community home with 24-hour staff but now I have my own new flat with a new cooker, washing machine and dishwasher. Although I never use the dishwasher!

I watch a lot of football, and my team is Leeds – the 'Barmy Army' – they're at the top of the league! I also go to Calm Cafes run by Mind. We have a cup of tea and a chat, and you can play cards and dominoes.

And I love singing – I'm a karaoke kid! We have events and I'm on the mic all night. It makes me feel good and you don't need alcohol to sing. It fills you with energy.



Jackie Scott is a Mental Health Recovery Manager for Creative Support, promoting the independence, inclusion and wellbeing of people with care and support needs.

When Kevin first came here, he was very withdrawn, and he wasn't sure about the technology. But once he got used to it, he has excelled. He's much more outgoing, he feels reassured that he has the tablet, oximeter and pendant alarm.

If he doesn't provide a reading, the care staff will respond straightaway via video call on his tablet to find out if he's forgotten or he is unwell, and they can help him access health services quickly. It's completely changed his life. He now has autonomy, and you see this true character shine through. Especially when he's singing – It's so beautiful.



Workforce

Recruitment and retention for providers is an ongoing challenge. We will continue to work collaboratively with providers to support them to recruit, develop and retain high quality care staff.

The latest Skills for Care return, and our own provider feedback, highlights that recruitment and retention of nurses, care staff, night shift and weekend carers is exceedingly difficult.

Size and Structure: In 2023/24, the adult social care sector in Telford and Wrekin had 303 CQC locations and an estimated 18,000 total posts, an increase of 0.6 % since 2022/23. Of these posts 16,500 were currently filled by a person, an increase of 1.3 % since 2022/23 and 1,200 vacant posts (vacancies) that employers were actively seeking to recruit somebody into (a change of -29.2 % since 2022/23). There were an estimated 16,500 filled posts. There were 1,400 filled posts in local authorities, 14,000 in the independent sector and 1,100 filled posts working for direct payment recipients.

Recruitment and Retention: In Skills for Care Summary 2023/24 it is estimated that the staff turnover rate in Telford and Wrekin was 30.7%, which was higher than the region average of 26.7% and higher than the England average of 24.8%. Not all turnover results in workers leaving the sector, around half (53%) of starters were recruited from within the adult social care sector, therefore although employers need to recruit to these posts, the sector retains their skills and experience. With the requirement to increase enablement, Shropshire, Telford and Wrekin ICS are actively recruiting therapy support workers.

We continue to work with Partners in Care and Citizens Advice to support the care sector and have implemented resources for international care workers seeking support and for care providers who have employed people from overseas.

Workforce demographics: The majority (86%) of the workforce in Telford and Wrekin were female, and the average age was 42.5 years old. Workers aged under 25 made up 9% of the workforce and workers aged 55 and above represented 24%. Given this age profile approximately 1,300 posts will be reaching retirement age in the next 10 years.

Action

- We will continue to work in partnership with Partners in Care and providers to develop a sustained workforce
- Continue to develop workforce knowledge, skills and confidence in prevention programmes such as suicide awareness training.



Commercial considerations

Procurement legislation

Telford & Wrekin Council is a contracting authority as defined within Regulation 2 of the Public Contracts Regulations 2015. This means that contracts above the relevant threshold must be tendered in accordance with the Regulations and all contracts are subject to the treaty principles of transparency, equal treatments and non-discrimination, proportionality and mutual recognition. The legislation changed on 24 February 2025 to the new Procurement Act 2023 and secondary legislation the Procurement Regulations 2024; however, the requirements for the Council to adhere to both elements of legislation remain.

Following the development of the Governments new Procurement Act 2023 we encourage all suppliers to ensure that they register on the Government's Central Digital Platform (CDP) to facilitate the purchasing of goods and services. The Procurement Act 2023 will only allow us to engage with potential providers who are registered on this platform.

NHS England and NHS Improvement have replaced procurement legislation for procuring NHS healthcare services through the NHS Provider Selection Regime 2023. The aim of the new regime is to create more flexible

arrangements that better support the NHS ambition for greater integration and collaboration between NHS organisations and their partners, while reducing administrative bureaucracy. These proposals include services commissioned by Public Health and some social care services.

The Council currently run several commercial frameworks for specific service areas. These are:

- Dynamic Purchasing Systems (DPS): Physical disabilities and older people (adult home care, adult residential care, adult nursing care and adult day care services). **Visit the In-Tend website to apply for Support and Personal Care DPS** unique reference number is TWC000027

The Dynamic Purchasing system (DPS) is used by Telford & Wrekin Council for Support and Personal Care Service for Adults and Children. This is a flexible agreement for Support and Personal Care Services that works to The Authority Commitment Statement; Right Help, Right Time to Promote Independence. It holds five lots:

- Lot 1 – adults home care
- Lot 2 – children's community care and support
- Lot 3 – residential services
- Lot 4 – nursing services
- Lot 5 – day services

This DPS is aligned to the national range of Government policies and initiatives for Support and Personal Care services and with it, the Authority seeks Providers who are focussed on a whole family approach.

The DPS sets out guidelines for the governance of contracting terms, quality standards and expectations from both parties. For any provider wanting to actively deliver services within the Borough, this will form the foundation of the business relationship.

- Flexible Contracting Arrangements (FCA): Learning Disabilities, Autism and Mental Health. **Please note** this arrangement ceases at the end of March 2026. **AMCV 295 - Flexible Contracting Arrangement for Mental Health and Learning Disability Services | Delta (delta-esourcing.com)**

This is an All-Age Learning Disability, Autism and Mental Health Care Flexible Contracting Arrangement (FCA). This framework enables us to meet the needs of support approach and/or have forensic needs.

We are currently reviewing this arrangement and looking to develop a broader disability services framework to be released to the market during 2025.

- In some instances, we will support block contracts arrangements for services.

Social Value

The Council is required to consider whether to consult on how the economic, social and environmental well-being of the Borough might be improved through commissioning and procurement.

Provider Quality Assurance

We are fully committed to working with all care providers to achieve high quality, person-centred care services. Our Council Quality Assurance team works with all care providers to monitor and support the delivery of good quality care in line with the Quality Assurance Framework.

The QA team works with Shropshire, Telford and Wrekin ICS, social work teams, safeguarding teams, the Care Quality Commission and Healthwatch to gather information. A monthly governance meeting takes place with key partners where providers of concern are discussed, and appropriate actions are agreed. This could result in a provider who has defaulted on the terms within their contract being placed in suspension of any new care placements until their action plan has been completed and any associated concerns addressed to the satisfaction of the wider governance group.

Quality and Safety Initiatives

Focused efforts on antimicrobial stewardship, with particular emphasis on the management of urinary tract infections (UTIs) in care settings. This initiative aims to reduce the overuse and misuse of antibiotics, preventing the development of antibiotic resistance and ensuring that residents receive appropriate, evidence-based treatment for UTIs and other infections.

Action

- We will continue to work with local providers to improve quality of care and consistency of the offer in terms of CQC ratings for residential and home care
- We will ensure quality of all providers to increase the uptake of Direct Payments, to support choice, control and flexibility
- We will work with providers to increase the focus on individual outcomes with an approach to maximising independence within neighbourhoods

Safeguarding

Safeguarding is central to everything we do. This includes our commissioning, contracting and procurement processes. We believe that every adult has the right to be treated with dignity, have their choices respected, and live a life free from fear.

Message to the market

All providers must demonstrate commitment and adhere to both Telford & Wrekin Council and Shropshire, Telford and Wrekin Integrated Care System safeguarding policies, procedures and good practice guidance. Governance is provided by the Safeguarding Adults Board. We take cases of suspected abuse very seriously and all partners work closely together, using an overarching policy to make sure that safeguarding enquiries are completed when allegations of abuse, neglect or exploitation are presented and that people at risk are protected from harm.

Learn more about the Safeguarding Adults Board [here](#) 

Pharmacy and Medicines Optimisation Support

Provision of guidance on the safe and effective prescribing, administration, and storage of medications. This support aims to ensure that medicines are managed in accordance with the latest clinical standards and regulatory requirements, optimising outcomes for residents and minimising the risk of medication errors.

Training and Education

Offering comprehensive support, training and educational resources for care setting staff, with a specific focus on medication safety and best practices in medicines management. This support aims to empower staff with the knowledge and skills necessary to manage medicines safely and efficiently in a care setting.


Partnership and Governance

The recent introduction of the Medicines Management Self-Assessment Tool, an important initiative that allows care settings to conduct an annual audit of their medicines management practices. This tool aids local authorities in evaluating the quality and governance of medicines management within care settings, providing valuable insights into areas for improvement. Furthermore, it allows the medicines optimisation team to track trends, identify potential problems, and tailor ongoing training and education to address these findings as well as identifying, celebrating and sharing good practice.

Communication and Engagement

Distribution of the “Medicine Matters Home Page” newsletter, a key resource for care settings and healthcare professionals. This newsletter provides timely updates, practical guidance, and expert insights on a range of medicines-related topics, ensuring that care staff are kept informed about the latest developments, regulations, and best practices in medicines management. It also serves as a platform to share good practice and for ongoing engagement and dialogue within the healthcare community.

Equality Diversity and Inclusion (EDI)

As a partnership, we remain committed to promoting and delivering equality and inclusion for all. You can find out more [here](#): 





How you can play your part

We want the Market Position Statement to stimulate more conversation and collaborative working to transform our market.

We welcome further enquiries from providers and other organisations who would like more information or would like to work with us on any of the topics outlined in this document.

For further information or a conversation please email ASC MarketSustainability@telford.gov.uk

Have your say

Please tell us what you think of our Market Position Statement so that we can continue to make it better.

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