

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, complex needs 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 and sustainability. In addition to this the recent announcement in the Autumn Budget of increase of National Insurance contributions and Living Minimum Wage will have a significant cost pressure on the Provider Market and Community Voluntary Groups we support and likely to be a pressure on Council Budgets.
- 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. Especially with occupational Therapist roles.
- 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.
- One of the biggest challenges for the borough remains health inequalities. It is important to emphasise, though, that the health of the borough is improving overall, however for a number of key measures the health of the population is not as good as the national average. Health outcomes are poorest in our 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.

2 Population Key Facts

- The estimated the population of Telford & Wrekin in 2023 was 191,915, increasing by 2,915 in twelve months (2022 to 2023). The growth of the population between 2022 and 2023 (1.5%) continues 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%) –

the highest increase of all West Midlands upper tier local authorities and the third highest of all 151 upper tier authorities in England (*source: ONS mid-year population estimates 2023*).

- There are estimated 18,000 people providing unpaid care to a partner, family member or other person. This equates to 1 in 10 people (10.5%), greater than England rate (8.9%) and the 10th highest rate of all upper tier local authorities in England (source Census 2021)
- 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 preventative, 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 and 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 preventative approach. This will ensure we can manage the complex needs people have and use resources efficiently to improve outcomes for local people with care and support needs, and their families/carers and people receive the right information and advice at first contact.

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 Senior Management Team and Cabinet Members. Modelling is a dynamic process and is regularly updated as the position moves during the year.

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. Our co-production framework describes our approach in detail: https://www.telford.gov.uk/downloads/file/18315/adult_social_care_co-production_framework

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 online all age community 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 is including 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

Our new All-Age Carers strategy has just been approved through Cabinet which provides a strategic direction for supporting carers of all ages with clear outcome of delivery over the coming year.

We have a Carers Centre providing support to Carers of all ages providing advice and support to enable people to keep their independence for as long as possible. 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, Autism Strategy and All-Age Carers 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 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 in 2024/25.