

Adult Social Care Annual Report:

The Local Account
2018-2019

Contents

Foreword	3
About adult social care in Wolverhampton	5
A new way of working	6
Wolverhampton's facts and figures	7
Spending in 2018-2019	10
An overview of local, regional and national performance	11
An update on progress	12
Progress in 2018-2019:	
• <i>Outcome 1: Enhancing the quality of life for people with care and support needs</i>	13
• <i>Outcome 2: Delaying and reducing the need for care and support</i>	16
• <i>Outcome 3: Making sure people have a positive experience of care and support</i>	18
• <i>Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting them from harm</i>	22
• <i>Outcome 5: Value for money, buying and use of resources</i>	24
Compliments and complaints	26
What's next? Priorities for adult social care in Wolverhampton in 2019 – 2020	28
Jargon buster	29

Foreword

Welcome to the City of Wolverhampton Council's Local Account for 2018-2019, which is our annual adult social care report. This is our opportunity to tell you about our achievements and successes, report back on the progress we have made since last year and also set out what our priorities are for 2019-2020.

This report showcases the fantastic work that has been taking place this year with adults with care and support needs and carers. We have also included some important data which shows how we are doing compared with the previous 12 months and also measured our performance against published regional and national figures.

But it is also important for us to recognise that nationally and locally councils continue to face a number of significant and unprecedented challenges. People are now living longer and are more likely than ever to be living with multiple and complex health conditions. This has led to more people needing support from adult social

care. However, the money available to councils is not enough to meet this demand. As a result of this, many councils are exploring new and innovative ways of supporting people to make the most of the resources available.

This year Wolverhampton has been testing out a new way of working called Three Conversations[®]. This approach is helping us to better understand what really matters to people, what needs to happen next for them and how we can be most useful. Central to this is recognising people's strengths and making connections to the right people and places in the community to help them get on with their lives as quickly as possible. This report contains some stories of difference which show how a person's situation may have turned out differently in the old way of working. This helps us to reflect on the positive difference we are making by having better conversations with people.



A lot of work has taken place in the last 12 months to strengthen our reablement offer to maximise people's independence and prevent people being readmitted to hospital. We have been working hard with our health partners to make sure people are discharged from hospital as soon as they are well. The data contained in this report about our performance in these areas is very positive.

Looking back over the year, there has been much to celebrate, including the City of Wolverhampton Council being shortlisted for four awards at the National Learning Disability and Autism Awards in June 2018. Wolverhampton's Dementia Action Alliance also won in the Dementia Friendly Community of the Year category at the Alzheimer's Society's Dementia Friendly Awards in November 2018. These awards celebrate and showcase the achievements of individuals, groups and organisations across the UK who have led the way on creating dementia friendly communities and improving the lives of everybody affected by dementia.

Good progress has been made towards our pledge to become an Autism Friendly City by 2021. You will read in this report about how Enable, our supported employment service, is

helping people with autism into work by providing individual support such as job coaching. But we know there is still much more we can do to make a difference for people living with autism in Wolverhampton.

This year we have also expanded our online data-sharing system called Fibonacci which we use with our health partners. This system has improved the sharing of information for direct care purposes between community multi-disciplinary teams, such as community matrons, district nurses and social workers. We have been able to integrate the software to include mental health services, with the aim of producing more co-ordinated health and care plans for people with mental health difficulties.

We hope you enjoy reading this Local Account and it helps to explain the many ways we are transforming adult social care in the city in response to the challenges we face. We would also like to take this opportunity to thank everyone who took part in the consultation to help shape this report.

It is wonderful to see how much progress has been made in adult social care this year and we are excited about the innovation and creativity that is taking place in the city.



**Councillor
Linda Leach**
Cabinet Member for Adults



David Watts
Director of Adult Services

About adult social care in Wolverhampton

Adult social care supports people who have care and support needs as a result of an illness or impairment. This could include for instance sensory loss, physical and learning disabilities, mental health difficulties, substance misuse, autism and needs associated with old age.

Adult social care also has a duty to make safeguarding enquiries where someone with care and support needs is experiencing, or is at

risk of, abuse or neglect and cannot protect themselves due to those care and support needs.

Predominantly adult social care teams in Wolverhampton work with people over the age of 18, but also support young people who may already be known to children's services as part of transition planning into adulthood, as well as supporting carers.

Find out more...

Our Council Plan 2019-2024 sets out how the City of Wolverhampton Council will work with communities to deliver improved outcomes for the people of the city, over the next five years.

► You can read the plan by [clicking here](#).

Measuring progress

The Department of Health publishes the Adult Social Care Outcomes Framework (ASCOF) annually, which measures how well care and support services achieve the outcomes that matter most to people. This can be used by councils to look at their performance, improve

quality of care and to identify priorities for local improvement. Four of the outcomes from this framework are referred to throughout this Local Account, as well as an outcome which helps us to consider value for money:

Outcome 1

Enhancing the quality of life for people with care and support needs

Outcome 2

Delaying and reducing the need for care and support

Outcome 3

Making sure that people have a positive experience of care and support

Outcome 4

Safeguarding adults whose circumstances make them vulnerable and protecting them from harm

Outcome 5

Value for money, buying and use of resources

A new way of working

Since May 2018 adult social care in Wolverhampton has been working differently.

At the heart of this is having a meaningful conversation, rather than filling in lengthy forms and automatically thinking that formal services are the answer. People needing support will also get to speak to someone who can help more quickly, and they will continue to work with them so that the person doesn't have to keep repeating their story.

So far, more people have been seen compared to the old way of working and they are not waiting as long. Things tend to happen more quickly because bureaucratic processes and systems have started to be removed or reduced. Teams are thinking more about what matters to the person and what will be most useful, such as linking them to their communities or exploring options such as technology and reablement.

This means we will:



There are three different types of conversation:

Conversation One

Focuses on listening to what really matters so that the person is connected to people and / or resources in the community to help them get on with their life independently.

Conversation Two

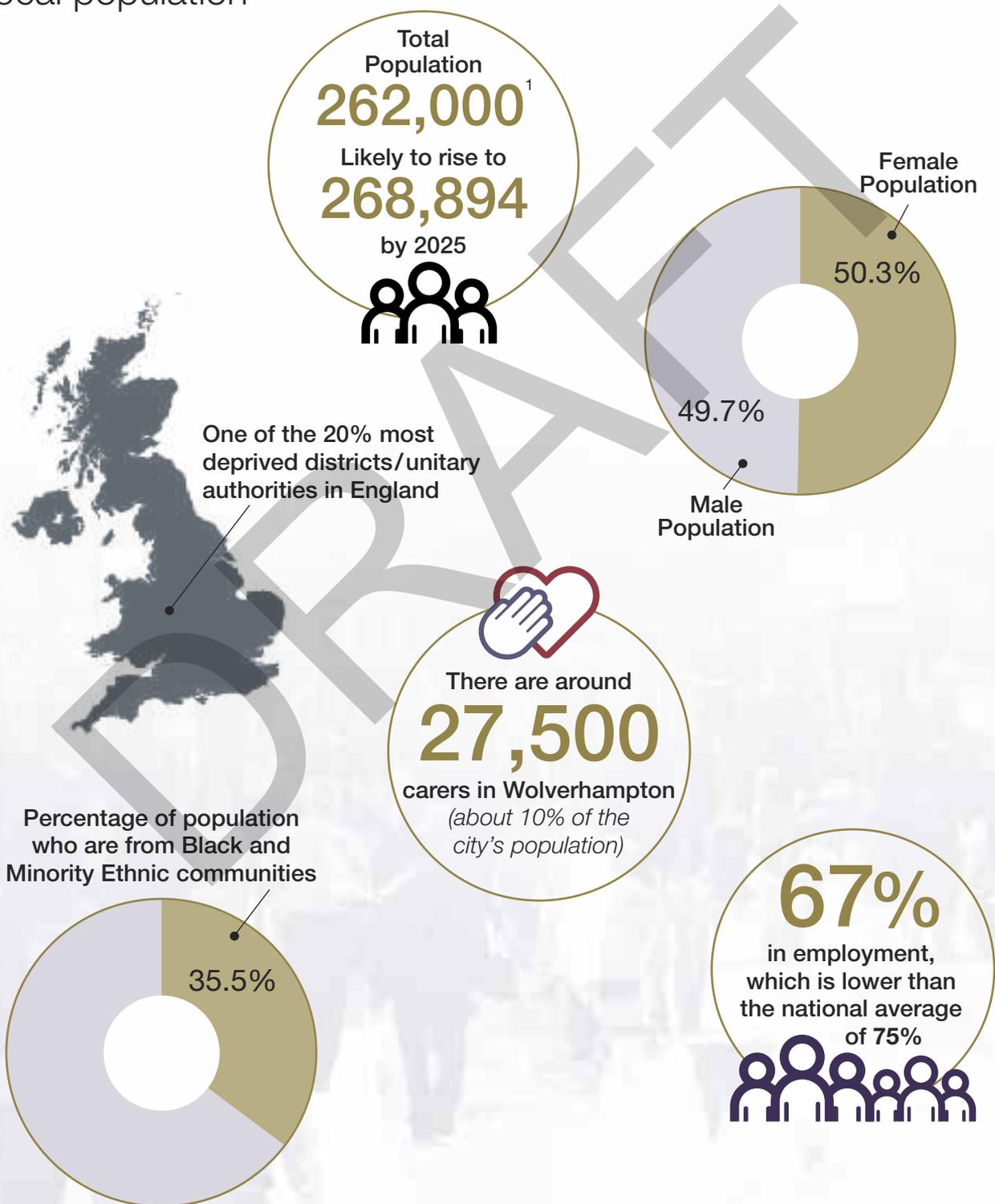
Takes places when someone needs some short term, intensive support to help them regain control of their life, making sure the person is connected to resources that will be useful.

Conversation Three

Recognises that some people need ongoing support from adult social care and focuses on what this support should look like to enable someone to live a "good life", building on the approaches taken in conversation one and two.

Wolverhampton's facts and figures

Local population



¹ Figures have been obtained from the Office for National Statistics (nomis - official labour market statistics)

People receiving support from adult social care in 2018-2019:

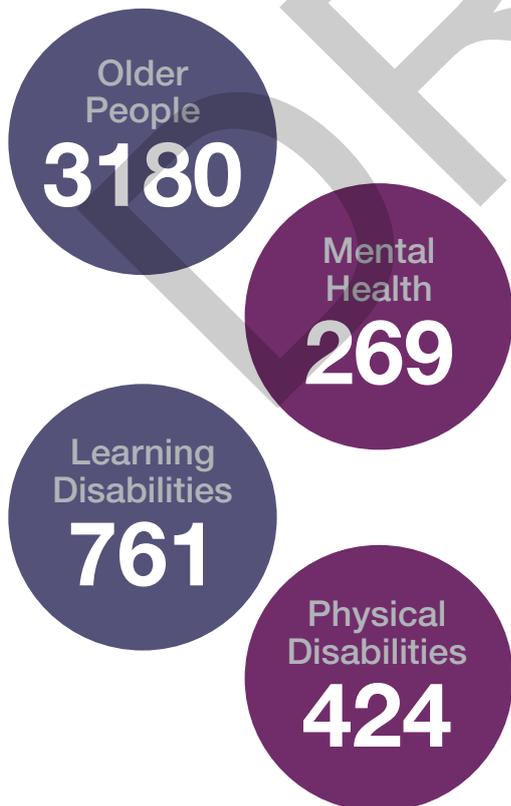
4634 people received adult social care services in 2018-2019

266 people received carer services this year and 1986 had a Carer's Emergency card



a Carer's Emergency card is useful in an accident or an emergency as it identifies the person as a carer so that a contingency plan can be put into place for the person they care for

This tells us that the number of people who received services from adult social care this year has stayed about the same as last year, but the number of carers who have had services has fallen.



Adult social care activity:

2,949**Number of conversations / assessments this year:**

This is far more than last year when 1937 assessments were completed (however it is important to note that the same person may have had several conversations)

Conversation one - 1787

Conversation two - 545

Conversation three - 547

Traditional assessments - 766

1,552**Number of reviews / review conversations:**

There has been an increase this year compared to 2017-2018 when the number was 1531

5,685**New requests for support:**

This is less than last year when the figure was 6170.

382**Support from a social worker:**

This is the number of people just receiving professional support from a social worker. This has increased slightly since last year when the number was 328

Spending in 2018-2019

The City of Wolverhampton Council spent 35% of its net budget on adult social care in 2018-2019. The total net spend on adult services in 2018-2019 was just over £74 million.

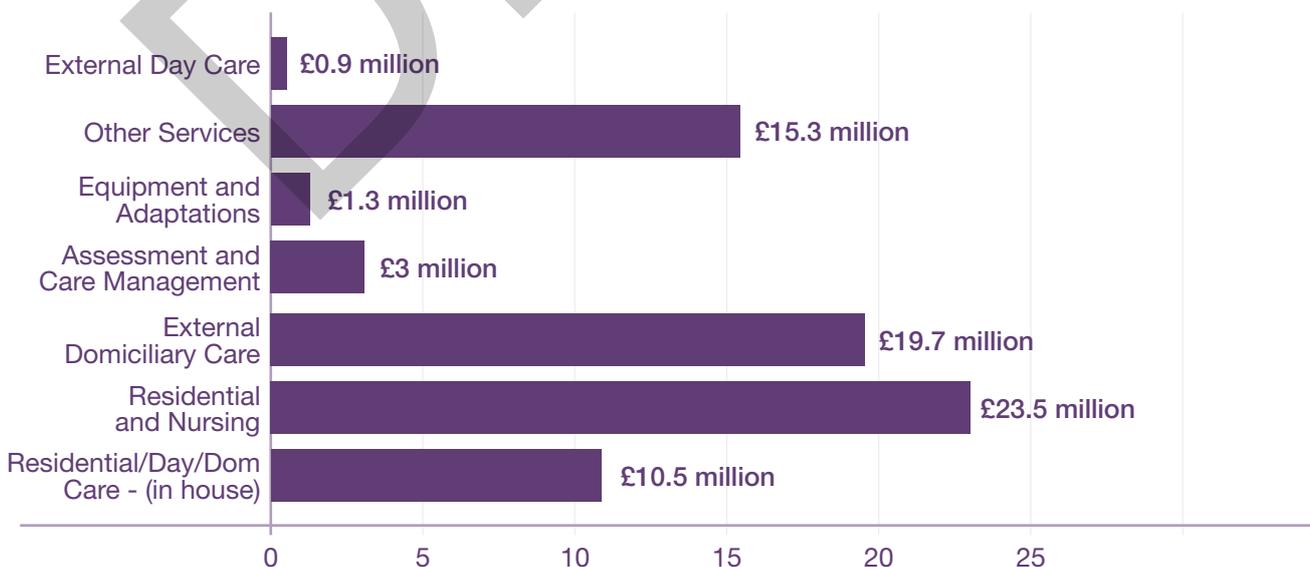
This was distributed in the following ways:

Breakdown of Spend 2018-2019 (by groups)



These figures can be broken down further against specific categories:

Breakdown of Spend 2018-2019 (by categories)



An overview of local, regional and national performance

Overview of Performance	2017 - 2018	2018 - 2019	Similar council average	National average	How did we perform in 2018-2019?
The proportion of people who use services who feel safe	75%	-		-	-
Social Care reported Quality of Life	19.2%	-		-	-
The number of people with care and support needs who say they have control over their lives	75%	-		-	-
The percentage of people who use services who said they had as much social contact as they would like	47%	-		-	-
The number of people who have self-directed support	87%	-		-	-
The proportion of people who use services who find it easy to find support for people and carers	75%	-		-	-
The overall satisfaction of people with care and support needs who use services	61%	-		-	-

An update on progress

In the last Local Account, the City of Wolverhampton Council identified three key priorities for 2018-2019. This is an update about the progress that has been made:

Priority and target set for 2018 - 2019	Progress made
<p>Continue to promote telecare and explore new technologies to increase people’s independence and prevent and delay needs. By March 2019 there will be 3000 new users of telecare.</p>	<p>A total of 4073 new people benefitted from telecare from 2016 up to March 2019, which has exceeded the target.</p> <p>There is more about this on page 16.</p> <p>The ambition is to continue to grow the service and support a further 3000 people by 2022.</p>
<p>For more people with care and support needs to be supported to live in their own homes as independently as possible, for as long as possible.</p>	<p>The Supporting Life Choices (SLC) Team has been working with people in residential and nursing care to develop their independence and consider the benefits of moving into different types of accommodation. They supported 34 people with a learning disability and / or mental health difficulty to move into their own home in the community. One of these people was Morris and this is his story: Morris' story</p> <p>The new way of working has also been supporting this priority. You can read more about what has been happening on pages 13 - 21.</p> <p>Local data indicates that the number of people over 65 moving permanently into residential and nursing care is higher than last year. So, one of our key priorities for next year will be to ensure we are supporting people with care and support needs to live in their own homes for as long as possible.</p>
<p>Further reduce the amount of time people are waiting to leave hospital, also called Delayed Transfers of Care (DToC).</p>	<p>The number of people experiencing delays when ready for discharge from hospital in Wolverhampton, has fallen by over 70% in the last 24 months. Wolverhampton was the 18th best performing health and social care system at the start of April 2019 (up from 104th in April 2017) and is in the top quartile of health and social care systems nationwide.</p> <p>This has been achieved by the joining up of local health and social care services and the development of new services by the City of Wolverhampton Council, Wolverhampton Clinical Commissioning Group and the Royal Wolverhampton NHS Trust with a focus on promoting independence in people's own homes and care settings.</p>

Progress in 2018-2019

Outcome 1

Enhancing the quality of life for people with care and support needs

What this outcome means:

- Carers can balance their caring roles and maintain their desired quality of life.
- People are able to find employment when they want, maintain a family and social life and contribute to community life, and avoid loneliness or isolation

What did adult social care in Wolverhampton do to achieve this?

The Carer Support Team offers a range of support for carers living in Wolverhampton to help them balance their caring role and maintain their desired quality of life, including:

- Practical information, advice and guidance
- Carer's Assessment
- Benefits advice
- Emotional support
- Carer training
- Information about breaks for carers

However, feedback from carers last year suggested that they wanted more opportunities to come together for peer support.

The impact was...

The Carers Support team organised a number of events for carers this year. For example, over Christmas the team arranged a meal for 70 carers. As the feedback was so positive a similar event is being planned for Carers Week in 2019.

The Carers Support team has also developed the Carers Café based at The Lighthouse Media centre this year. The café has gone from strength to strength with over 45 carers attending the 'hot drink and mince pie' event in December 2018. Since then there has been a number of guest speakers at the café talking about subjects identified by carers. But most importantly every other month carers have the opportunity to come together and just chat over a cup of tea. Feedback so far has been extremely positive:

"My half hour with other carers has done me the world of good. Instead of me feeling so isolated it made me see and realise there are many of us in this position".

What did adult social care in Wolverhampton do to achieve this?

The Community Pathways team support people to live as independently as possible in the community. This can include travel training, help to live a healthy lifestyle and enablement type support.

One of the Community Pathways workers has been based in the North social work team for three months as part of the new way of working. The aim of this trial was to test out how to replace the traditional “referral form / waiting list” process with a simple conversation to ensure people are connected to the support they need as quickly as possible.

The impact was...

More people have been connected to the Community Pathways team this year.

There has been a significant increase in the number of people being connected to Community Pathways from the North social work team since they started to test out the new way of working.

There have also been a number of stories of difference, which shows the positive impact this support has had, including one about Miss T.

Support to get on with my life

Miss T was living with some friends after leaving an abusive relationship. She has a learning disability and was struggling with her weight. Miss T lacked motivation to get out of bed each day and could not find the energy to do everyday tasks like cleaning and cooking. Miss T wanted to have her own place but did not think she would be able to manage on her own. Miss T’s social worker talked to her about having some support from Community Pathways to help her get back on her feet again and become more independent.

The Community Pathways worker spent time getting to know her and what she wanted to achieve. She was introduced to a local project who helped her with budgeting skills and gave her some advice about how to live more healthily. Miss T was also supported to enrol on a course at a local college and had help with her benefits. She is starting to explore some volunteering opportunities to help build her confidence and increase her chances of finding a job. Miss T is continuing to work with her social worker to see if she needs any further support to be able to live in her own flat and is now much happier and more hopeful about the future

What did adult social care in Wolverhampton do to achieve this?

The City of Wolverhampton Council has been continuing to work hard this year to support people with care and support needs into employment.

The Council has a contract with Enable, which provides a supported employment service for people in Wolverhampton with a disability. This mostly provides support for people with a learning disability, but also supports people with physical or sensory disabilities.



Sunil Parmar received support from Enable to find employment

The impact was...

In June 2018 Enable attended the National Learning Disability and Autism Awards and won in the category of “breaking down barriers”.

The number of adults with a learning disability in the city who are in employment increased by 35% in 2018-2019. Our local data tells us that there were 73 people in 2018-2019 compared to 54 in 2017-2018.

A job opportunity

Sunil has certificates in horticulture and is keen on working with plants and being outdoors but was finding it difficult to get work. He felt that because of his autism some people did not want to give him a chance. He was introduced to Enable who supported him to find a paid job as a gardener at a local nursing home. Sunil says that the managers there understand his autism and he is really happy:

“So, I’ve got a car now. I’ve got this job and these people are fantastic... they’ve given me the opportunity because some people they don’t give you an opportunity...I felt very sad when I used to go to places but now I feel positive.”

You can hear more about Sunil’s story by [clicking here](#).

Outcome 2

Delaying and reducing the need for care and support

What this outcome means:

- When people develop care needs, the support they receive takes place in the most appropriate setting and enables them to regain their independence
- Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services

What did adult social care in Wolverhampton do to achieve this?

Wolverhampton's Telecare service offers a range of tailored technologies from simple pendant alarms, falls detection systems, through to mobile GPS safe walking technologies that enable people to remain safe and independent in their own home for longer. It aims to provide reassurance 24 hours a day to those living on their own or caring for vulnerable people, helping them to stay safe and offering the right support in crisis situations.

The Telecare service is supported to do this by the West Midlands Fire Service.

The impact was...

In 2018 the Telecare service partnered with housing provider Wolverhampton Homes to deliver telecare services to over 5300 people across the city.

Since then the service has answered over 44,200 calls for assistance.

This year the Telecare Response Service attended 2410 incidents with less than 10% of these resulting in an ambulance call out. This has positive outcomes for individuals and their families as well as reducing pressure on local health services.

What did adult social care in Wolverhampton do to achieve this?

The City of Wolverhampton has continued to develop the Home Assistance Reablement Programme (HARP), which provides reablement in a person's own home.

The impact was...

Readmissions to hospital 91 days after reablement started has reduced from 17% to 8% this year.

The number of people requiring no further services 91 days after starting reablement has increased from 53% to 60%.



Telecare and Falls Response

The right support at the right time

Mr F had been admitted to hospital after a serious infection. His family were eager to support him, so he could be discharged home, but they could not manage. Mr F's son contacted adult social care and spoke to a social worker. He asked if they could support him to move into a care home. The social worker said she would visit the next day and asked if she could bring a worker from the HARP team as well. When they got there the HARP worker realised that Mr F had the potential to be more independent and talked about other options.

The visit had a positive impact on the person and family as they had been convinced that Mr F would not be able to remain at home. Mr F agreed to a 3-week programme of reablement, which was arranged quickly. In the old way of working the response would not have been so immediate as it would have taken a while for a social worker to be allocated and then a further wait while a referral was made to HARP. The situation would likely have reached crisis point and options would have been limited. Instead the family felt supported, listened to and hopeful that Mr F could remain in his own home for as long as possible.

Outcome 3

Ensuring people have a positive experience of care and support

What this outcome means:

- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help

What did adult social care in Wolverhampton do to achieve this?

The #12DaysOfIndependence campaign in July 2018 showcased the support available to help people with long and short-term care needs in Wolverhampton to live independently for longer.

Films and information about local services and groups were posted onto social media.



Becky Raymond-Barker,
Employment Champion at Enable

The impact was...

The campaign launched on 4 July 2018 and as of midday on 10 July had reached over 1.3 million on Twitter and Facebook.

A popular social media post was about Meals on Wheels, which had over 350 clicks. Another was about Wolverhampton's Walking for Health's programme of community-led walks.

People with care and support needs have been featured in the films which were posted on social media. They talk about the help they have received, such as Fiona, who had support from Community Pathways to live on her own and keep her home tidy after her mom moved into residential care: "I can do my own thing... my confidence has come back because my mum did all the talking for me".

To hear these stories, [click here](#).

What did adult social care in Wolverhampton do to achieve this?

In 2018-2019 the City of Wolverhampton Council has continued to improve support for people with dementia and their families.

Wolverhampton's Dementia Action Alliance has co-ordinated a wide range of activities to help people living with dementia and their families and carers this year.

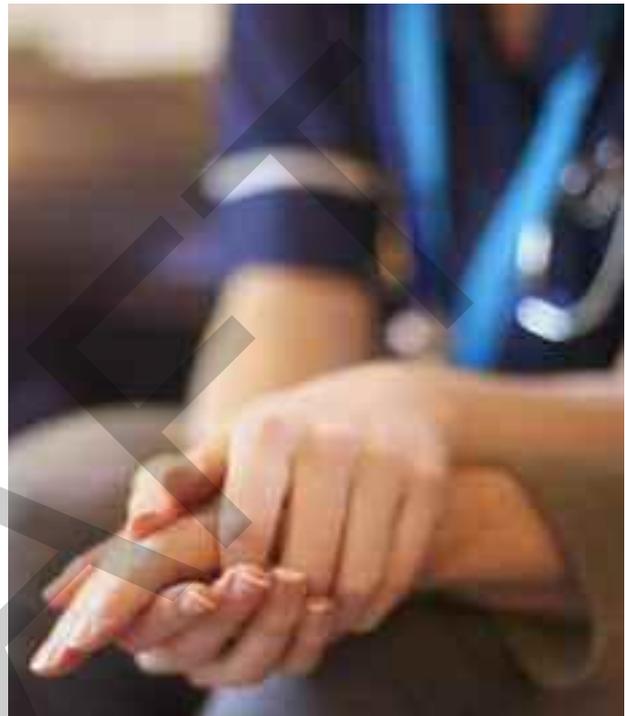
The impact was...

Even more people are now Dementia Friends with a further 3,000 this year, taking the total to 13,000.

Wolverhampton's Library Service has developed a catalogue of books about dementia, while Mid Counties Co-op is supporting a local Alzheimer's Café as its chosen charity and has implemented training in store. ASDA Wolverhampton has introduced a slow lane at the tills for people living with dementia.

The Alliance has also held a number of large-scale events and celebrations that have received high profile media coverage, including the city's wide-ranging programme to mark Dementia Action Week, which included dozens of events across Wolverhampton. The city was chosen to host the launch of a major report by the Alzheimer's Society into dementia care.

The Alliance has also been working with local GPs to develop dementia friendly toolkits, and earlier this year Penn Manor Medical Practice and Duncan Street Primary Care Centre became Wolverhampton's first Dementia Friendly GP practices.



To become a Dementia Friend
or to simply find out more about
support available in your local area,
please visit:

dementiafriends.org.uk

What did adult social care in Wolverhampton do to achieve this?

As part of the new way of working some teams have been testing out a model called “Talking Points”.

If someone contacts an adult social care team and needs to speak to someone in person, they could be offered an appointment at a “Talking Point”. This is usually a local community venue, such as a library or community centre. This means people can be seen more quickly, as they don’t have to wait for a home visit and helps to connect people and social workers with the local community.

The impact was...

One team in the North has been trialling a “one stop shop” approach to Talking Points with a social worker, a carer support worker and a community support worker basing themselves at a library on the same day once a week. The number of people visiting this Talking Point has increased over time as word has spread. People are coming in “off the street” for information and advice as well as for arranged appointments.

The aim is to develop the Talking Point model more in the next 12 months.



A joined-up approach

The Community Support worker met two people at the Library, who came for support with a blue badge application. They care for their son who has a disability and is nearly 18. They were really anxious about what would happen. They were connected to the other workers at the Talking Point who spoke to them and provided advice and support. The carer support worker contacted her colleague based in the Disabled Children and Young People’s team who was able to offer some reassurance. The family left feeling less anxious and more aware of options for their son.

What did adult social care in Wolverhampton do to achieve this?

There has been more of a focus this year on improving community knowledge and links, stimulating community resources and developing the community offer.

The Community Support team have set up a number of Community Talking Points across the city where people can talk to someone face to face about local services/groups.

As part of the new way of working the Community Support team have been working more closely with a social work team in the North of the city from November 2018. The aim was to connect more people to their communities, specifically focussing on the WV10 area. As part of this there was a community event called "Love Your Community" which was held in February 2019.

The Community Support Team

is a confidential advice and information service which helps people connect to their local community. For more information [click here](#) or contact **01902 553445**.

The impact was...

The Community Support team have supported 1210 people this year and set up 51 Community Talking Points.

The community event that took place in February 2019 was a huge success. It was attended by 14 providers and 65 members of the public, including the mayor and a TV crew.

One local resident said how they had "enjoyed learning about the community", while another commented that "being able to speak to a social worker was great". Providers who attended said that it was "fantastic for networking" and for making links with others.

A community support worker has also started to help develop local groups in the WV10 area. For instance, a dance group for younger people who needed help making their costumes was introduced to a sewing group for older people who were keen to help. The sewing group now has a standing invite to all the dance shows and everyone involved has benefitted from this connection.

Connecting to the community – a new way of working

Mr and Mrs A are both in their nineties and living in their own home. Their nephew calls in most days to check they are ok. The nephew contacted adult social care because he was going away and there was no one he could ask to pop in and check on them. In the old way of working the social worker would have given them information about care agencies which the family could have contacted to privately purchase some pop in calls. However, it is also possible that they may not have been able to afford this, so the nephew may have been worried and anxious while on holiday.

Under the new way of working social work teams are being encouraged to think more about what is available in the local community to help build strong networks of support for people. So, the social worker, who had found out that the couple were religious, contacted a local church who suggested contacting the parish nurse. The nurse was able to provide regular visits at no cost. It gave peace of mind to the family and also re-established a connection to the church which was really important.

Outcome 4

Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

What this outcome means:

- Everyone enjoys physical safety and feels secure
- People are free from physical and emotional abuse, harassment, neglect and self-harm
- People are protected as far as possible from avoidable harm, disease and injury
- People are supported to plan ahead and have the freedom to manage risks in the way that they wish



Embedding a whole family approach - the Multi-Agency Safeguarding Hub (MASH)

A concerned relative contacted MASH about D who was experiencing emotional and financial abuse from his carer, H, and being neglected. D had lived with H for many years and needed support due to some health conditions.

When concerns were raised to MASH links were made to a children and family social worker who was supporting a young person living in the same house as D and who had witnessed what had been happening. Concerns were shared with the police and discussed at MARAC, which is a Multi-Agency Risk Assessment Conference.

The children's and adult's social workers worked together with everyone involved, including Wolverhampton Homes and the police to devise a plan to safeguard D and move him into temporary accommodation with the long-term plan for him to apply for a permanent home. The young person was also supported to move out safely.

D has now moved and is now doing well and has been bidding on properties. D wrote a poem to thank the social workers involved in supporting him through this difficult time

What did adult social care in Wolverhampton do to achieve this?

The Council has achieved four Care Quality Commission (CQC) "good" rated services for its regulated services over the last two years.

In December 2018 the inhouse short break service Ernest Bold was rated "good" with one aspect achieving an outstanding rating for being well led.

A full copy of the inspection report can be accessed by [clicking here](#)

The impact was...

CQC inspectors found that the service continues to keep people safe, employs staff who are "well trained" and "kind" and who provide "consistent, effective and timely care" and demonstrate that they "treat them with dignity whilst promoting their independence".

Inspectors were particularly impressed with the standard of leadership, management and governance at Ernest Bold, which they say promotes "high quality, person centred care; supported learning and innovation" and an "open, fair culture". There is a "clear vision" for the service, with good progress being made to meet people's goals and promote independence, for instance supporting people to have more control over their finances.

What did adult social care in Wolverhampton do to achieve this?

The Deprivation of Liberty Safeguards (DoLS) protect the rights of individuals in a care home or hospital setting. They apply when someone is not able to agree to the proposed care or treatment because they lack capacity to do so and where there are restrictions in place which could lead to a breach of their human rights.

Councils across the country are facing pressures to manage the increase in the number of DoLS referrals. Between 2014 – 2016 there was a ten-fold increase in DoLS applications and this continues to increase.

The City of Wolverhampton Council has a dedicated DoLS team and are committed to fulfilling their statutory requirements in this area.

The impact was...

The number of people needing to be seen by the DoLS team has increased by about 20% compared to last year. This includes new people and also those needing a review.

However, despite this increase the City of Wolverhampton has been able to keep up with demand this year.

A care provider representative has commented on the high quality and timeliness of DoLS assessments from Wolverhampton. The representative said that a recent DoLS application was completed, authorised and returned all within 4 weeks.

The **City of Wolverhampton Council** are starting to prepare for the introduction of the Liberty Protection Safeguards (LPS) which will replace DoLS in 2020.

Outcome 5**Value for money, buying and use of resources****What did adult social care in Wolverhampton do to achieve this?**

Making sure there are good quality, local care and support services available in the independent sector is important to the City of Wolverhampton Council.

The Council's Quality Assurance and Compliance (QAC) team monitors the quality of its care and support contracts. The team works in partnership with care providers where additional support is required to meet the expected quality and standards.

The impact was...

The table below shows the CQC care ratings for the services that the City of Wolverhampton Council has local authority designated responsibilities for as of March 2019.

Most residential care homes in the city are rated good or above and there is only one CQC regulated provider rated as inadequate.

But we know we need to do more to support the provider market so that there are more homes and providers rated as "good" and to ensure that there are resources available to meet ongoing demand.

Wolverhampton (Designated Responsibilities LA) Services CQC Care Ratings – March 2019

Type of Service	Total No. of Registered Services	Services rated overall 'Outstanding'	Services rated overall 'Good'	Services rated overall 'Requires Improvement'	Services rated overall 'Inadequate'	Services not yet inspected	Total No. of Services rated 'Good & Above'	% of Services rated 'Good & Above'
Care Home with Nursing	24	0	10	8	0	6	10	41.67%
Care Home Residential	54	1	42	7	0	4	43	79.63%
Domiciliary Care	67	1	36	5	1	24	37	55.22%
Total	145	2	88	20	1	34	90	62.07%

What did adult social care in Wolverhampton do to achieve this?

The Welfare Rights Service has been continuing to support the City of Wolverhampton Council and its residents this year in a number of ways including:

- Benefits information, advice, advocacy and representation, support with disputes and appeals
- Training and consultancy - including Universal Credit training
- A Benefit Bulletin Newsletter
- Information guides for advisors and residents

Provision of information and advice to social work teams supporting people with care and support needs

The impact was...

The Welfare Rights Service has supported people in the city to claim over £13.6 million in annualised benefits in 2018-2019 (£23.12 million with the 1.7 community inflator applied).

There was also £973,328 in annualised revenue gains for the City of Wolverhampton Council this year through Adult Social Care increased contributions. These gains come from the Welfare Rights Service supporting people to maximise their benefits where they are receiving a chargeable service from the City of Wolverhampton Council.

Over 300 satisfaction cards were received about the Welfare Rights service in 2018-2019.

"The service I received was absolutely excellent! I would like to thank you for all your help."

"You provide an invaluable service, fast, efficient and very caring. Thank you."

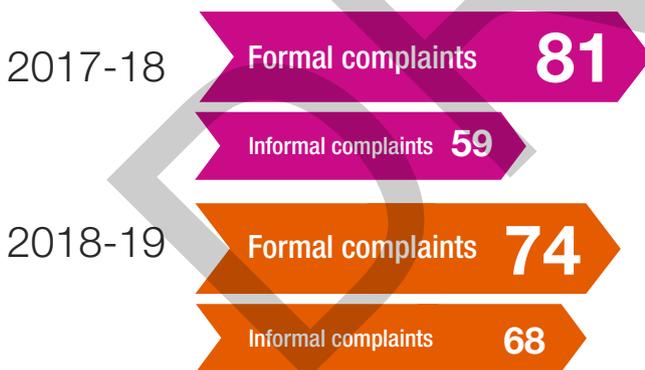
"The service you provide is amazing."

Compliments and complaints

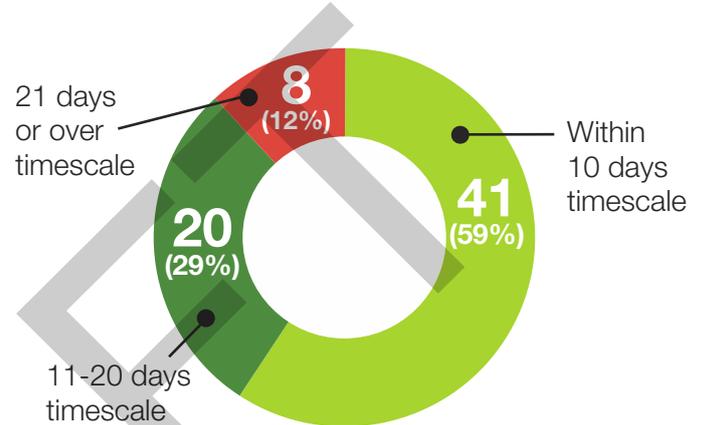
The City of Wolverhampton Council welcomes feedback to help identify where things are working well and to highlight where improvements may be needed. Each year the Council analyses all of the complaints that have been received and makes sure that any learning is communicated to teams.

As of the 31st March 2019 there were 4634 of people receiving an adult social care service. From this number there were 74 formal complaints, compared to 81 received in the previous year, which is a decrease. From the 74 complaints received in 2018-2019, 69 were concluded and resolved in the year, with the remaining 5 being carried forward to be resolved later in 2019.

Formal complaints received



Response timescales

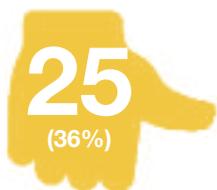


Each complaint is responded to individually and has a 'finding' which identifies whether the complaint was justified (upheld) or not justified (not upheld); or whether there are aspects of the complaint that should be partly upheld:

59% of complaints were responded to within 10 days, which is slightly higher than last year.

The average number of days to respond to and close all complaints over the year was eleven and a half days. If a complaint is complex it may take longer to resolve, but people are updated regularly on the progress of their complaint.

Complaints where the Council is at fault (upheld)



Complaints where the Council is partially at fault



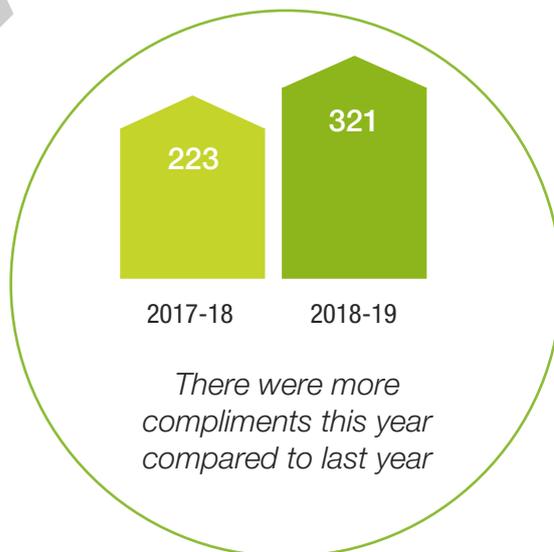
Complaints where the Council is not at fault



There were six Local Government Ombudsman (LGO) investigations and enquiries this year, none of which were upheld.

During 2018-2019, a number of complaints led to improvements and changes being made. For instance, in one social work team it was identified that communication with people and their families was not as good as it could be when there had to be a change in social worker. The team have now changed their procedure and are committed to improving communication with people and families when changes have to happen.

Complaints



What next? Priorities for adult social care in Wolverhampton in 2019–2020

Key priorities

Whilst there are a number of priorities for 2019–2020, there are some key ones for adult social care in Wolverhampton:

Connect more people to their communities

Loneliness and social isolation can have a huge impact on physical and mental health, so it is really important that people have the opportunity to access their local community, build social networks and develop friendships. Key to this will be supporting the growth of local community groups and making sure social care teams know what is happening in the area they work.

Support people with care and support needs to live as independently as they can in their own homes, for as long as possible

Being able to live in the place we call home, spending time doing things we enjoy and being with people who matter is important to all of us. To help achieve this priority there will be a continued focus on working and thinking differently as part of the Three Conversations[®] approach and developing our reablement and telecare services. Supporting carers and improving their overall quality of life will also be key.

Make sure people are able to leave hospital as soon as they are well enough

Most of us know that staying in hospital longer than is necessary can have a detrimental impact on people's health and wellbeing, as well as putting increased pressure on already strained health services. The City of Wolverhampton has done well this year in reducing the amount of time people spend waiting to leave hospital and it is important that this progress is sustained next year.

Jargon buster

Community Talking Points

The Community Support Team see people at a number of venues across the city, which are called Community Talking Points.

Delayed Transfers of Care (DToC)

When a person is ready to leave hospital but is not able to and are still occupying a hospital bed.

Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) protect the rights of individuals in a care home or hospital setting. They apply when someone is not able to agree to the proposed care or treatment because they lack capacity to do so and where there are restrictions in place which could lead to a breach of their human rights.

Enablement

Short, intensive support provided to people to gain confidence and / or skills, for instance because of a health condition, a disability, a period in hospital. Can also be referred to as Reablement.

Liberty Protection Safeguards (LPS)

In July 2018, the government published a Mental Capacity (Amendment) Bill, which passed into law in May 2019. It replaces the Deprivation of Liberty Safeguards (DoLS) with a scheme known as the Liberty Protection Safeguards.

Local Government and Social Care Ombudsman (LGO)

An independent service which investigates individual complaints about councils, all adult social care providers and some other organisations providing local public services.

Multi Agency Risk Assessment Conference (MARAC)

A victim focused information sharing and risk management meeting attended by all key agencies where high-risk situations are discussed. The role of the MARAC is to facilitate, monitor and evaluate effective information sharing.

Multi-Agency Safeguarding Hub (MASH)

The single point of contact for all early help and safeguarding concerns regarding children and young people in Wolverhampton and for all safeguarding concerns concerning adults. It brings together expert safeguarding professionals, making the best possible use of their combined knowledge and information to keep people safe from harm.

Reablement

Short, intensive service to support people to regain skills and / or confidence after, for instance, a health condition, an illness / disability or period in hospital.

Talking Points

When someone contacts Wolverhampton adult social care teams they may be offered an appointment at a local community venue, such as a library or community centre, instead of waiting for a home visit.

Telecare

A range of equipment designed to prompt and assist people with everyday activities to support them to stay safe and independent in their own home for as long as possible

The Care Quality Commission (CQC)

The independent regulator of all health and social care services in England

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Useful Contact Numbers:

Adult social care (<i>Office hours</i>)	01902 551199
Adult social care (<i>Emergency out of hours</i>)	01902 552999
Carer Support Team	01902 553409
Community Support Team	01902 553445
Telecare Service	01902 553585

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Feedback

Your feedback is important to us and will help us to improve the content of our Local Account in the future. For more information on this document, or to let us know what you think, please contact Jennifer Rogers at City of Wolverhampton Council on **01902 555704** or email jennifer.rogers@wolverhampton.gov.uk



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