



# Adult Social Care Annual Report

The Local Account 2021-2022

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## Foreword

Welcome to the City of Wolverhampton Council's Local Account for 2021-2022, which is our annual Adult Social Care report. This is our opportunity to reflect on the progress we have made during the last 12 months, identify key achievements, as well as any challenges, and to set out our priorities for the year ahead.

This year we are very pleased to be working alongside Think Local Act Personal and have structured our report around their Making It Real framework.

Think Local Act Personal (TLAP) is a national partnership of more than 50 organisations committed to transforming health and care through personalisation and community-based support. Personalisation is rooted in the belief that people want a life, not a service. Their Making It Real framework has been co-produced with people who have experience of social care and other services. Its aim is to help ensure people receive good person-centred support and sets out what this should look like from the point of view of the person.

### Making it Real is built around six themes to reflect the most important elements of personalised care and support:



**Wellbeing and independence**



**Information and advice**



**Active and supportive communities**



**Flexible and integrated care and support**



**When things need to change**



**Workforce**

Each theme has a number of “I” statements that describe what good looks like from an individual’s perspective and some “we” statements that sets out what organisations will do to achieve this.

We are committed to working in partnership with people who have experience of adult social care and we would like to take this opportunity to thank TLAP and the people and carers who have helped us develop this report.

In this year's Local Account, we have included some real-life stories that bring to life what a difference Adult Social Care in Wolverhampton is making to people in the city who have care and support needs and their carers. You will also find some important data which shows how we are doing compared with last year and we have also measured our performance against regional and national figures. Much of the data has been taken from the Adult Social Care Outcomes Framework (ASCOF), which measures how well care and support services are doing in supporting people achieve what they want out of life.

It is really wonderful to see the progress that has been made this year, despite the ongoing challenges of Covid and its after-effects, and we are very much looking forward to the year ahead.



**Councillor  
Linda Leach**  
Cabinet Member  
for Adults



**Becky  
Wilkinson**  
Director of Adult  
Services



## About Adult Social Care in Wolverhampton

Adult Social Care supports carers and people who have care and support needs, which could arise as a result of an illness or disability. This could include, for instance, people who have sensory loss, physical and/or learning disabilities, mental health difficulties, autism and needs associated with older age.

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 preparing for adulthood.

Across Adult Social Care in Wolverhampton, we use a Three Conversations© approach to help us make sure we are keeping people at the heart of everything we do in the city. Three Conversations© encourages us to focus on having a meaningful conversation, rather than filling in lengthy forms and automatically thinking that formal services are the answer.

This way of working helps us to think about what matters to people, their important relationships and looking first at what's strong in someone's life, rather than just focussing on what's wrong (also called taking a "strengths-based approach").

To find out more about this approach [click here](#)

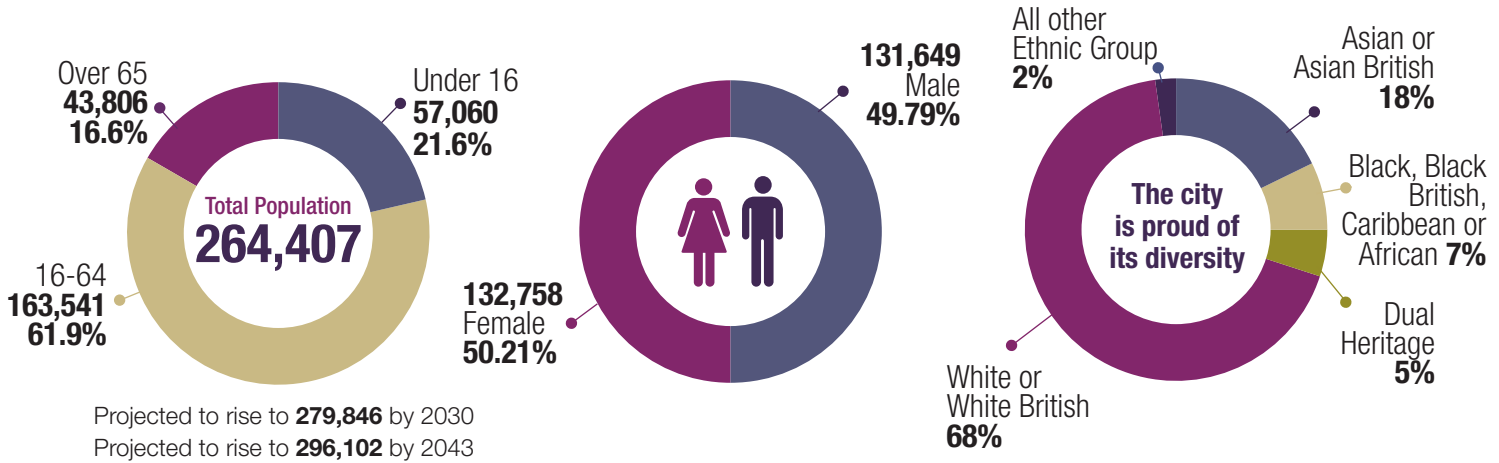
Our vision in Adult Social Care is linked to our Council plan and particularly the Council's priority to ensure fulfilled lives for all with quality care for those that need it.









Find out More: [Our City: Our Plan | City Of Wolverhampton Council](#)



# The City of Wolverhampton and its people

Wolverhampton is a diverse place and the Council's Adult Social Care workforce are committed to promoting and respecting equality and diversity. It is important to us that we recognise what makes people unique. This could include culture, religion, gender and sexuality, as well as age and ability, amongst others.

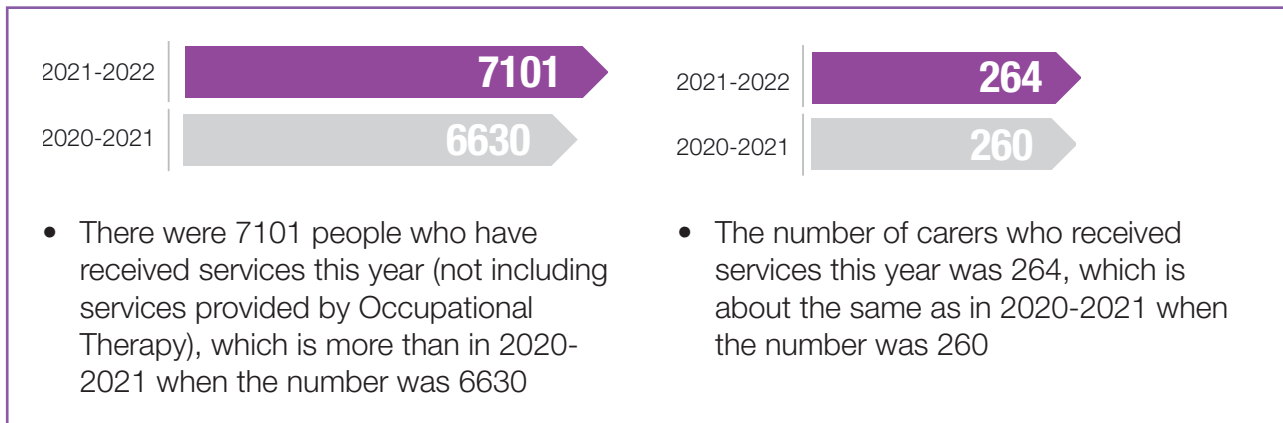


<p><b>27,136</b> carers in Wolverhampton</p>  <p>(just over 10% of the population)</p>	<p><b>71.1%</b> are in employment,</p>  <p>compared with the England average of 75.1% (percentage of 16-64 population)</p>	<p>One of the <b>20%</b> most deprived districts/unitary authorities in England</p> 
<p><b>37</b> is the average age of the population</p> 	<p><b>43%</b> of residents are married.</p>  <p>0.2% of residents are in a same-sex civil partnership.</p>	<p><b>3.1%</b> of the population, which equates to 6428 residents aged 16+ define as LGB or other</p>  <p><b>6,428</b></p>
<p>0.007% of the UK population has a gender reassignment certificate</p>  <p><b>18</b> residents within Wolverhampton</p>	<p><b>37%</b> of residents have a religion.</p> <ul style="list-style-type: none"> <li>56% Christian</li> <li>9% Sikh</li> <li>4% Muslim</li> <li>4% Hindu</li> </ul>	<p><b>21%</b> of residents have a disability.</p>  <p>61% of 65+ have a disability compared to 10% of 16-49</p>

Wolverhampton has an aging population, with the 65 year and above age group expected to rise faster than younger groups, which will create increased demand for adult social care and health services in the city.

## Key activity in Adult Social Care this year

The City of Wolverhampton Council is committed to promoting people's independence. Support is provided to people who need it, and we make sure this is the right type of support for them.



Overall, we have had slightly fewer conversations with people who are not already known to us compared to last year, but more people have needed formal short term and long term support. This may be because of Covid, but it could also mean that we need to try and speak to people earlier to make sure they get the support they need to get on with their lives as independently as possible. So, one of our priorities this coming year will be to look at how Adult Social Care in Wolverhampton could be redesigned so that it works better for people with care and support needs.



There were 317 people aged over 65 who moved into long term residential care in 2021- 2022, which is just slightly more than in 2020-2021 when the number was 305

Slightly more people aged under 65 moved into long term residential care in 2021-2022

The small increase in the number of people moving into residential care is highly likely related to Covid, as we are seeing more people with increased health and care needs.

However, positively, this year we are seeing more adults aged over 65 remaining at home 91 days after being discharged from hospital having received reablement support compared to last year:

**People aged 65 and older who were still at home 91 days after discharge from hospital into rehabilitation or reablement services although we recognise we are slightly below the regional average in this area:**

	2021-2022	2020-2021
<b>Wolverhampton</b>	75.0%	70.9%
<b>Regional average</b>	81.2%	79.7%

In Wolverhampton, The Home Assisted Reablement Programme (HARP) provides this support in the person’s home. Bradley Resource Centre also offers this but in a residential home setting. The support provided helps people to become as independent as possible, reducing the need for them to be admitted or readmitted to hospital or to require long term support.

**Our continued priority is to support the wellbeing and independence of all adults we work with by providing reablement support and equipment where appropriate, to keep people in their own homes, in their own communities doing what they enjoy and living their idea of a good life for as long as possible.**

Reablement is short, intensive support to help people regain skills and confidence. This might be needed for instance after a period in hospital or because of a fall, illness or something else which has impacted on the person’s ability to do things for themselves.



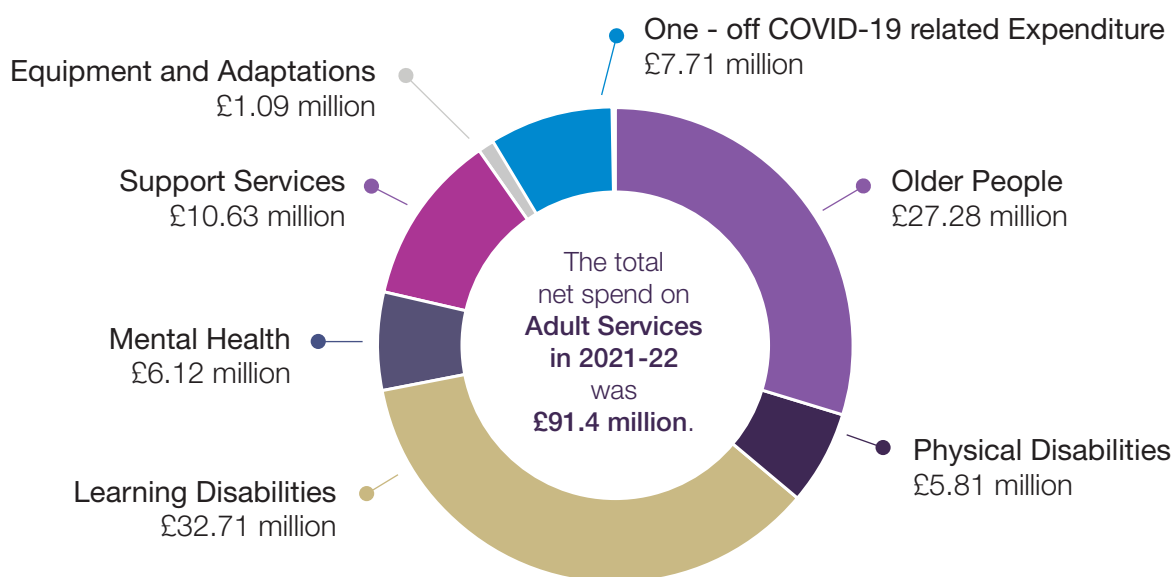




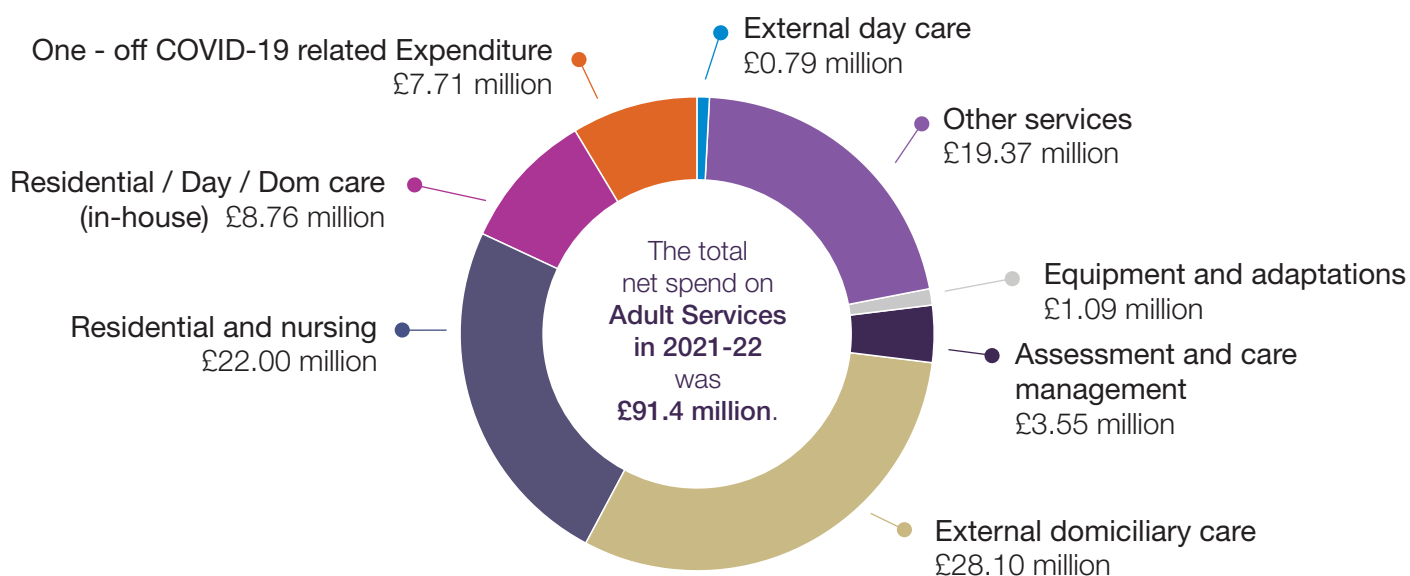
# Spending in 2021-2022

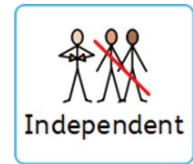
The City of Wolverhampton Council spent 42% of its net revenue expenditure on Adult Social Care in 2021-2022. This has increased from 37% in 2020-2021, when the total spend for Adult Social Care was 89.2 million.

## Breakdown of Spend by Groups



## Breakdown of Spend by Categories





# Making It Real in Wolverhampton: wellbeing, independence, and workforce

Using the Three Conversations<sup>®</sup> approach, we find out who and what is important in a person's life and what a good life looks like to them so that people can live the life they want and do things that matter to them. We listen carefully, think creatively and make sure the support and advice we give is right for the person and not only meets their needs, but promotes their wellbeing, health and, if necessary, keeps them safe.

## PERSON'S STORY

"We have conversations with people to discover what they want from life and the care, support and housing that will enable this, without restricting solutions to formal services and conventional treatments"

"I am supported by people who see me as a unique person with strengths, abilities and aspirations"

Jake is a 20 year old man who loves to be outdoors. He had previously been in the care of the City of Wolverhampton Council as a child and was living outside of the area. Jake needed support with his mental health and a social worker came to see him. She took the time to have a really good conversation with him, exploring his hopes for the future and what was important to him. Jake spoke about how he wanted a home, to be part of a family but still wanted to live in the country, rather than a city.

The social worker connected him to the Shared Lives service, who were able to identify a family who had experience of supporting young people who have experienced trauma and need support with their mental health.

While he was waiting to move, the social worker kept in touch with Jake, to make sure he knew what was happening and the mental health team made sure his birthday was celebrated with a cake and a visit to his new home.

Jake is now living with his new family in the countryside and is much happier. He feels like he has been listened to, valued and is hopeful for the future.

"We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible"

"I am supported by people who listen carefully, so they know what matters to me and how to support me to live the life I want"

Shared Lives is an option for people who need long term care and support and is an alternative to traditional care arrangements such as residential care. Carers who are part of the Shared Lives scheme would support the person in their own home and provide the support they need as well as welcoming the person into their family.

To find out more about Shared Lives [click here](#).



In Wolverhampton the Occupational Therapy (OT) service is split into two teams: the Independent Living Service (ILS) and the Community Occupational Therapy team (COT). Each team has a distinct function supporting adults and children throughout the city with ILS also offering specialist sensory support and assistive technology expertise.

In addition to the traditional social care OT work, the service has a contract to deliver therapy on behalf of the NHS to people recently discharged from hospital into health funded nursing homes.

**Assistive technology** is a term used to describe products or systems that support and help people live more independently and to improve or maintain their daily quality of life.

In 2021- 2022 there were 1,371 people connected to the COT team.

In 2021- 2022 there were 3892 people connected to ILS.

## PERSON'S STORY

"I live in a home which is accessible and designed so that I can be as independent as possible"

Ishaaq lives with his wife Faheeda in their own home. They have been married for over 30 years, and it is really important to them both to stay living together. Ishaaq has mixed dementia and over time he has needed more and more support. Faheeda supported Ishaaq whilst also having carers come in a few times a day. Recently Faheeda realised she needed more help but was worried that would mean Ishaaq would have to go into a nursing home. The social worker and an occupational therapist (OT) visited them and they had a conversation about what a good life looked like for them. It was clear that being at home was really important to them both. The OT provided some equipment to help Ishaaq walk and trained the care staff to use this safely. This enabled Ishaaq to remain at home safely with his existing package of support.

"We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology and medical equipment"

You can find out more about the support that is available for people who have dementia [here](#) including local dementia cafes.

A **Dementia Cafe** is a warm and friendly environment, offering support and connection for people living at home with dementia and anyone who lives with them or helps to care for them. To find out more [click here](#).

If you wish to know more about dementia, you can become a Dementia Friend through the Alzheimer's Society. Anyone can do this - please visit [dementiafriends.org.uk](http://dementiafriends.org.uk) for more details.



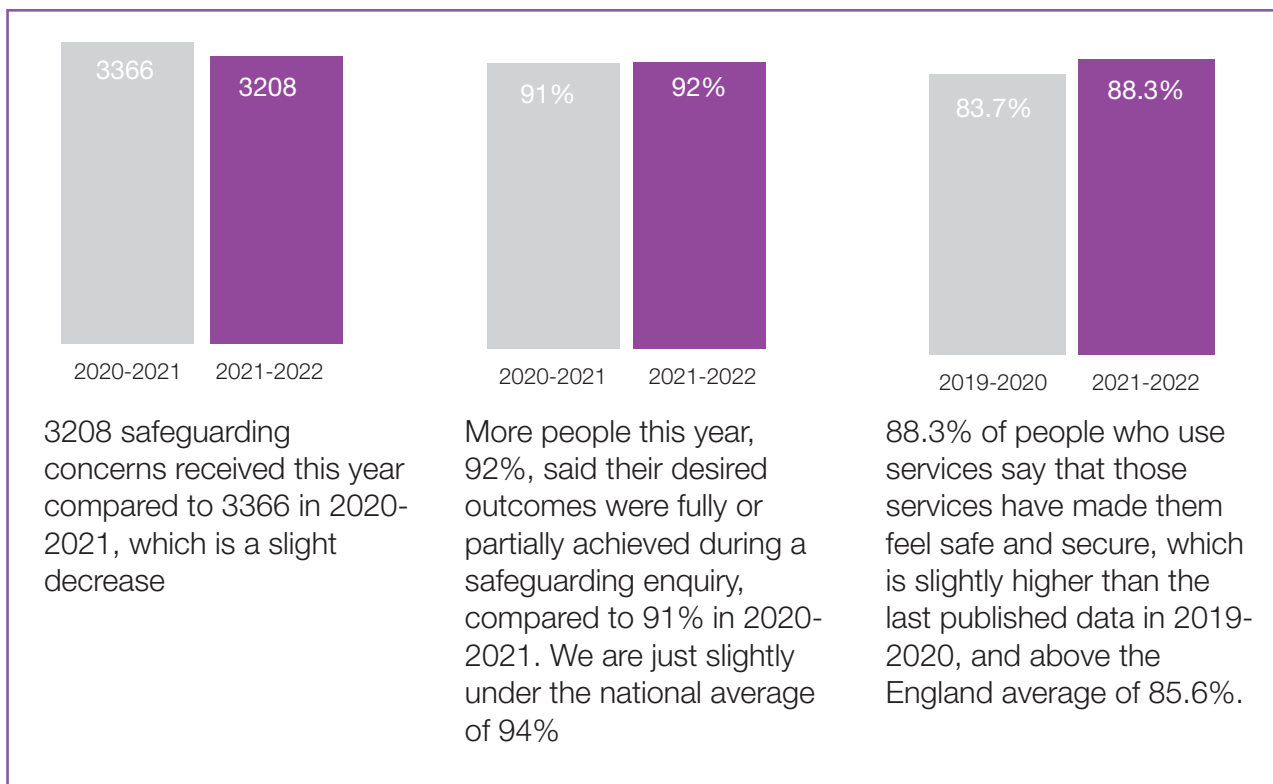
## Safeguarding



“I feel safe and am supported to understand and manage any risks”

“We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them”

Adult Social Care 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 because of those care and support needs.



This year, The City of Wolverhampton Council has set up the Partnership Missing and Exploitation Hub, which brings together agencies that have contact with children and adults who are at risk of, or who are being, exploited. Adult exploitation can take many different forms and can include sexual exploitation, forced or compulsory labour, human trafficking, criminal, and financial exploitation. The Hub shares relevant and appropriate information so that there is a comprehensive understanding of risk, threat, and harm from all forms of exploitation. It enables risk to be assessed and appropriate actions to be taken to reduce exploitation and keep individuals safe.

We are committed to preventing the abuse of adults. If you suspect someone is being abused, call us on **01902 551199**. If immediate action is needed dial **999**.



## Making It Real in Wolverhampton: information and advice

The Community Support Team is an advice and information service that aims to enable people over the age of 18 and living in Wolverhampton to continue to live independently and promote wellbeing. [Find out more here.](#)

The team connects people with their local communities to reduce loneliness, support wellbeing and improve quality of life. Working closely with neighbourhoods and local voluntary groups, the team have been able to connect people to activities that are happening in their local areas.

“I can get information and advice that is accurate, up to date and provided in a way that I can understand”

George is in his sixties, a self-employed photographer, with a keen interest in wedding photography. However, due to his physical health he has not been able to continue with his photography work. He was connected to the Community Support Service due to concerns about clutter in his property and damp. This was impacting on George’s health as he has chronic obstructive pulmonary disease (COPD) and over the last few months he had been in and out of hospital.

George was struggling to get his landlord to make essential repairs. The property had no smoke alarms and George did not know where to start.

The Community Support Team talked through each concern with George. They provided accessible information and advice, including what he could do to address the issues with his landlord and also details about finding a cleaner. The West Midlands Fire Service also visited to carry out a home safety check and talked to George about fire prevention. As a result of the support, George’s physical health has improved, meaning he is able to continue his photography.

George has provided feedback about the support he has received; *“Please let me say a huge thank you to you personally....Your professionalism and empathy with the way that you dealt with my 'plight' were second to none! You have helped me out considerably and indeed have made me aware of services that I would have otherwise been ignorant to. Thank you.”*

“We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed”

## Welfare Rights



“We provide free information and advice to everyone, including people who arrange or fund their own support and care”

“We make sure people know their legal rights and responsibilities”

“I know what my rights are and can get information and advice on all the options for my health, care and housing”

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

- Benefits information, advice, advocacy and representation, support with disputes and appeals.
- A Covid-19 Benefits Helpline for residents of Wolverhampton.
- Benefits training and consultancy for people from local groups and organisations.
- A Benefit Bulletin newsletter.
- Information guides and fact sheets for advisors and residents.
- Provision of information and advice to social work teams supporting people with care and support needs.

The Welfare Rights Service has supported people in the city to claim over £15.7 million in annualised benefits in 2021-2022. This is the amount of increase in a person’s benefits entitlement spread over a 52 week period. In addition, the increases in people’s benefits meant that the amount that people could afford to pay in contributions to the cost of their Adult Social Care services increased by £1.5 million for the year.

## Feedback received for the Welfare Rights Service

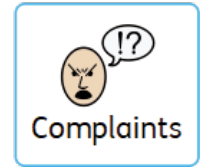
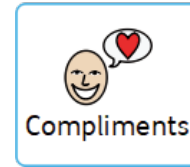
“...I truly appreciate what you and the team are doing to help rebuild my life. You are very special kind-hearted people, don’t let anybody tell you different. So, thank you from the bottom of my heart.”

“I would like to place on record a special thank you to you and the entire team. The help that has been provided was exceptional and I’m very grateful for that. Once again, thank you.”

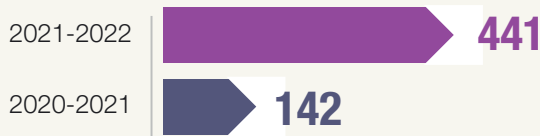
“I’d just like to thank you again for all your help with everything you’ve done...I couldn’t have gone through all this without your help and advice... We’re all so grateful and it means so much”

## Compliments and Complaints

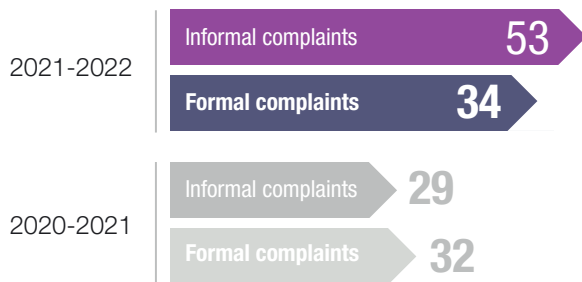
The City of Wolverhampton Council welcomes feedback to help identify where things are working well and to highlight where improvements may be needed. Each year the Council analyses all the complaints that have been received and makes sure that any learning is communicated to teams.



**There has been significantly more compliments this year:** 441 compliments compared to 142 in 2020-2021

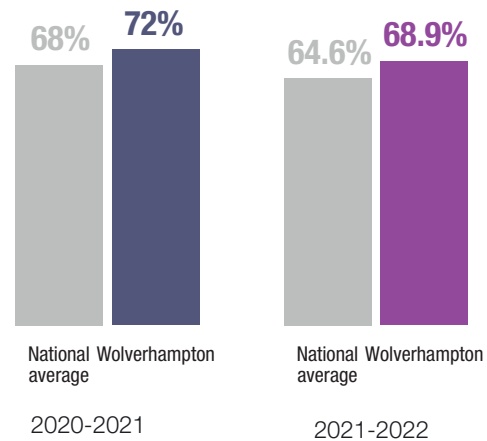


Although there have been more informal complaints most were able to be resolved, with the number of formal complaints remaining about the same as last year.

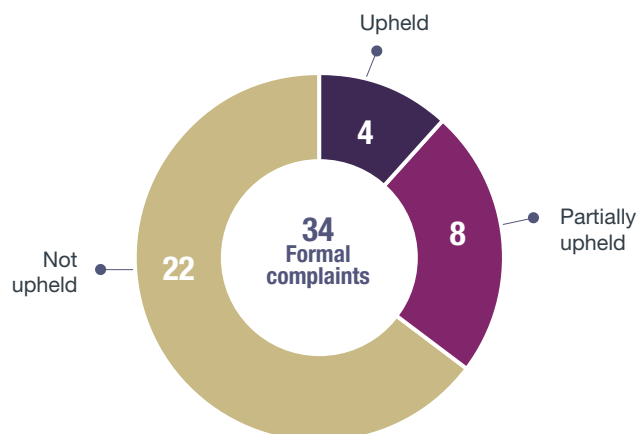


68.9% of people in 2021-2022 have reported that they find it easy to find information about services locally compared to 72.2% last year. Whilst this is a decrease, Wolverhampton is above the national average of 64.6% and is highest within the regional, as the regional average is 61.6%.

Our plan for this coming year is to improve people’s experience with finding information.



Out of the 34 formal complaints logged and investigated this year, four were upheld, eight partially upheld and 22 not upheld.







# Making It Real in Wolverhampton: active and supportive communities

This year the Carer Support Team have continued to support carers across Wolverhampton, providing both practical and emotional support. Carer groups, both online and in person, bring carers together to provide valuable mutual support and advice. These quotes are from some of our local carers about the Carer Support Team:

“Thank you so much for the time and effort you put into creating these groups, they are a great end to my week”

“Knowing my husband is safe whilst I’m having a break takes away stress”

“I feel less alone knowing there is someone there who I can turn to and is always on the other end of the line”

## PERSON'S STORY

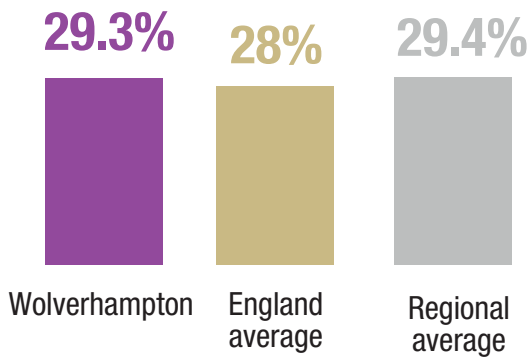
The Carer Support Team has been supporting Ken, who is the main carer for his wife Ann. Ken has found it increasingly difficult to go out and do the shopping and go to the bank when needed, due to concerns about Ann’s safety when she is in the house alone. The Carer Support Team had a conversation with Ken where he was able to say what help he needed to continue caring for Ann. The team were able to put in place some support which meant that there was someone to stay at home with Ann so Ken could do the shopping without worrying about her safety. He was also connected to groups in the community linked to his interests and is able to access the carer group so he can talk to people in a similar situations and make friends locally. Ken said, ‘the service has been brilliant, and I would give it 100% as it’s supported me immensely’. Ken feels the service provides peace of mind and reassurance.

“We make sure that personalised care and support plans are co-produced and set out how people can be as active and involved in their community as possible, doing things that are important to them”

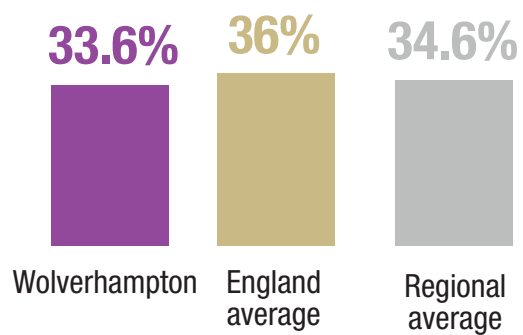
“I have people who support me, such as family, friends and people in my community”

The number of carer conversations carried out during 2021-2022 has fallen compared with 2020-2021. We also know from some data that carers aren't as satisfied as they were in previous years. However, this seems to be a national issue and is likely due to the impact of Covid and its after-effects and people's experiences of services as a whole and not just adult social care. Our Carer Support Team continue to receive fantastic feedback and provide an excellent service and support network to our carers locally. The City of Wolverhampton Council is committed to supporting carers, and we will be making sure they continue to be a key priority for us in 2022-2023.

Proportion of carers who reported that they had as much social contact as they would like 2021-2022



Overall satisfaction of carers with Adult Social Care 2021- 2022



For more information about the support offered to carers Carer support | City Of Wolverhampton Council

You can contact the Carers Support team on 01902 553409



## Supported employment



“I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities”

“We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn”

The number of adults in supported employment in Wolverhampton has dropped slightly this year but remains similar to the average for England. The reduction has been because of Covid as people and employers found it more difficult to meet and provide suitable opportunities. Our priority during 2021-2022 has centred on keeping people in jobs.

The City of Wolverhampton Council has taken steps in the latter part of 2021-2022 to set up a new internal Supported Employment Team. The intention is for more people in Wolverhampton with care and support needs to be supported into employment, and for Wolverhampton to be performing above the national average over the next two years.



**Mary and Gareth** have received support from our supported employment service to find work. They have both been working as auxiliaries at the short breaks service in Wolverhampton.

The short breaks service provides much needed overnight support to adults with care and support needs in Wolverhampton. Throughout the pandemic Mary and Gareth were supported by the team to continue to work and have been busy supporting people at one of our services.

## Making It Real in Wolverhampton: flexible and integrated care and support

Direct payments give people the means to employ their own staff or buy care from a provider they have chosen using their own personal budget. This gives people much greater choice and control.

### More people in Wolverhampton are receiving direct payments this year:

615 people compared to 537 in 2020 - 2021.



Adult Social Care also offers Individual Service Funds (ISFs). These are used when a person chooses a provider to manage their personal budget. With this option, the person still has choice and control over their support without having to manage the money themselves.

### More people in Wolverhampton are receiving Individual Service Funds.

In March 2022 103 people had an individual service fund, this has increased from 90 in March 2021.



The data is also telling us that more people feel in control of their own life; 81.6% compared with 73.8% in 2019-2020, 2020, sitting above the England average of 76.9% and regional average of 76%. The goal is to increase this number further, so that more people have choice and control over their own support.

To find out more about direct payments [click here](#).



PERSON'S  
STORY

“I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals”

Elna is 52 years old. At the age of 40 she had a stroke which left her with Locked in Syndrome. While she needs the support of others with many aspects of her life, she is able to make decisions and express her thoughts, which she communicates using specialised equipment. Elna previously lived in a care home, however wished to have her own tenancy where she could freely meet her family members and have more control over her daily life.

Following a conversation with the social worker, Elna felt direct payments would be the best way to get the support she needs, as this would give her the flexibility to live the life she wanted. Elna has since been supported to move into a one bedroom flat, with equipment provided by the Occupational Therapy Team. Elna now has more access to the community and more control over her daily life, including who visits her property and how her support is provided.

“We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans”

“We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making”

## Advocacy

When people have difficulties understanding information or expressing their wishes and views in certain situations, people can access an independent advocate. Advocates are specially trained to work with someone in this way, and independent of the local authority.

The City of Wolverhampton Council works with POhWER to provide advocacy to those who need it within Wolverhampton.



**More people had an advocate in Wolverhampton this year –**  
overall 743 had this support compared to 596 in 2020-2021

2021-2022

743

2020-2021

596

“We tell people about their rights to advocacy and representation and make sure these services are available”

To find out more about POhWER advocacy services [click here](#).



## Making It Real in Wolverhampton – when things need to change

“I am supported to plan ahead for important changes in life that I can anticipate”

“We work with people to write a plan for emergencies and make sure that everyone involved in supporting the person knows what to do and who to contact in a health or social care emergency”

In Wolverhampton we offer carers the opportunity to sign up for a Carer’s Emergency Card Scheme. The scheme has been set up to ease carers’ concerns about what would happen to the person they care for if they were suddenly taken ill or involved in an accident or emergency and were unable to say that someone is dependent on them. The card offers reassurance and also identifies the person has a caring role. In the event of an emergency, the card gives relevant contact numbers for adult social care, who will be able to access details of the carers and cared for person, along with emergency contact details

There are currently 2063 carers in the emergency card scheme.

For more information about the Carer’s Emergency Card Scheme please contact

Telephone: 01902 553409

Email: [carer.support@wolverhampton.gov.uk](mailto:carer.support@wolverhampton.gov.uk)

Carer support | City Of Wolverhampton Council



## What's next? Priorities for 2022-2023

Whilst there are a number of priorities for 2022-2023, there are some key ones for Adult Social Care in Wolverhampton this coming year.

These priorities are informed by data, other information and feedback we receive, which we have mentioned in this report. However, they are also prompted by changes in legislation and national drivers that means all adult social care services across the country will need to do things differently in the years to come.

- The Health and Care Act 2022 introduced a new duty for the Care Quality Commission (CQC) to review and make an assessment of the performance of local authorities in England. CQC will use a set of quality indicators which will have been approved by government to see how a local authority is performing so we will need to prepare for this
- The Adult Social Care charging reforms will be introduced in October 2023, which will change the way people are charged for the cost of their care. The City of Wolverhampton Council, along with four other local authorities are trailblazers for the social care charging reforms. Trailblazers will implement the changes early from January 2023\*
- We also know that we need to do things differently to make sure we speak to people quickly, and people receive the right support at the right time. People with disabilities have told us that the support they receive from social work teams could be better and we want to increase our satisfaction rates generally. So, this year we will be redesigning Adult Social Care so that it works better for people. We will also be involving people with lived experience to help us with this to make sure the changes make a difference
- We are committed to supporting our carers and they will continue to be a priority for us. We will be launching Our Commitment To All Age Carers this coming year to make sure we are offering support to all carers across the city.
- Another key priority for us is to continue to support autistic people and people with other support needs into paid employment via our new Supported Employment Team. Our future goal over the next two years is to be one of the higher performing local authorities regionally and nationally

\*This priority was paused during autumn 2022 following the government announcement to delay this aspect of the reform until 2025.



# 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 The Quality and Improvement Team at City of Wolverhampton Council

**via e-mail at**

QATeam@wolverhampton.gov.uk

**or by post:**

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WV1 1SH.

Please note that in order to protect the confidentiality of the people who have shared their stories, some names and details may have been changed.

**Proud to be working in partnership with Think Local Act Personal**



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audio or in another language by calling 01902 551155

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