

# Adult Social Care

Local Account 2013/14



**Executive Summary**

[www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)

**Wolverhampton**  
City Council

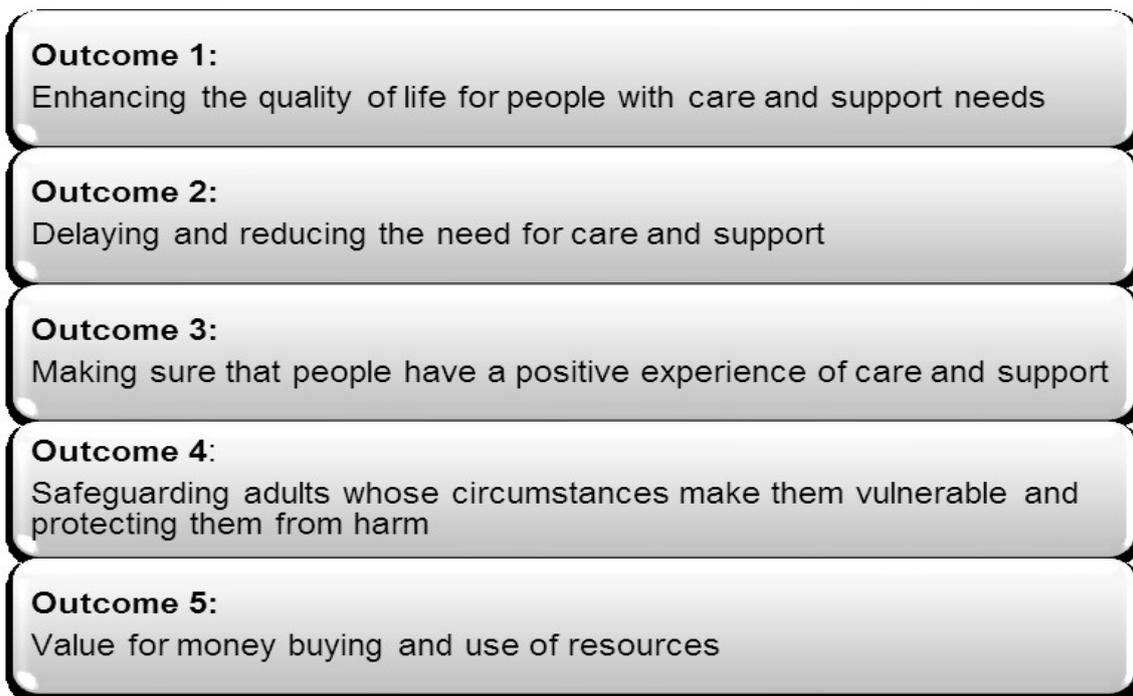


## Introduction

This executive summary of the Wolverhampton Adult Social Care Local Account for 2013/2014 has been developed to provide you with a brief overview of:

- **Some of the work that Adult Social Care has been doing in 2013/2014,**
- **What the council plans to achieve in 2014/2015; and**
- **Developing priorities for 2015/2016**

The Local Account is structured around the following five key priorities for Adult Social Care in Wolverhampton:



## What has been your experience?

In 2013/2014 the council made good progress against each of the five key priority outcomes and delivered on a number of initiatives; detailed below are a few examples. Can you relate to any of these?

The full version of the 2013/2014 Adult Social Care Local Account is accessible from the council's website at the following address:

<http://www.wolverhampton.gov.uk/CHttpHandler.ashx?id=5928&p=0>

For a hard copy please contact us on **01902 555140** or email

[ASCannualreport@wolverhampton.gov.uk](mailto:ASCannualreport@wolverhampton.gov.uk)

## What did we achieve in 2013/2014?

### OUTCOME 1:

#### Enhancing the Quality of Life for People with Care and Support Needs

What we said we would do in 2013/14	What we did.....
<p><b>Help more people with mental health difficulties access the right sort of accommodation for them.</b></p>	<p>The council continued to work with housing support providers in the city to develop a range of different accommodation options for people with mental health difficulties to live independently in local communities with support.</p> <p>In 2013/2014 the council successfully moved 16 service users into more independent living environments through which they have been able to achieve greater choice, independence and confidence.</p>
<p><b>Open a further 3 dementia cafes to include people at early stage of their dementia and for people from the African and Caribbean communities.</b></p>	<p>The council opened three further Dementia Cafés to respond to families in need of support, information and advice on all aspects of living with dementia or caring for someone with a dementia. Each café seeks to meet the needs of the people living in that particular area of the city.</p>

### OUTCOME 2:

#### Delaying and Reducing the Need for Care and Support

What we said we would do in 2013/14	What we did.....
<p><b>Consider all customers for a reablement programme where appropriate. This will help people to remain living at home for longer by supporting them to relearn and or regain daily living skills.</b></p>	<p>The council's Home Assisted Reablement Service (HARP) is a domiciliary reablement service which provides personal care and reablement support to enable people to remain in their own homes. During 2013/2014 <b>1015</b> people were referred to the Home Assisted Reablement Programme for support.</p>
<p><b>Increase the number of people using Tele-care.</b></p>	<p>The council continued to promote and encourage the use of Telecare equipment, to enable people to live more independently and maintain their mental health needs through the use of technological devices at home within their community. In 2013/2014 <b>870</b> people received Telecare services.</p>

### OUTCOME 3:

#### Making sure People have a Positive Experience of Care and Support

What we said we would do in 2013/14	What we did....
<b>Ensure that customers have clear information to make informed choices.</b>	The council launched its new Adult Social Care Information Portal, <b>Wolverhampton Information Network (WIN)</b> ; this is a web based directory of all Adult Social Care services including relevant advice and guidance which serves to provide a single source of information that is accessible to all of the city's residents, regardless of their eligibility for public funding. The portal can be accessed via the following web address: <a href="http://www.wolvesnet.info">http://www.wolvesnet.info</a>
<b>Improve provision of services for people with dementia to reduce isolation and loneliness.</b>	The council's ' <b>Life Direct</b> ' project was established to provide opportunities to help people stay in touch with family and friends for example through e-learning, and to connect with local community groups and activities.

### OUTCOME 4:

#### Safeguarding Adults whose Circumstances make them Vulnerable and Protecting them from Harm

What we said we would do in 2013/14	What we did....
<b>Support the further development of the safe places scheme.</b>	The council's ' <i>Safe Places</i> ' scheme enables adults with a learning disability who may be upset or feeling vulnerable to quickly identify a place of safety by means of a red telephone poster being placed in the windows of shops, or in the public areas of buildings. There are now <b>253</b> places where this sign is now displayed across the city.
<b>Ensure that care and support delivered in a very sheltered environment can fully meet the needs of people with dementia.</b>	The council's Very Sheltered Housing scheme is a supported living option which enables people to live in their own self-contained property whilst having on-site access to care and housing related support in accordance with their assessed needs and aspirations.  In 2013/2014 the council revised the service specification to ensure that each Very Sheltered Scheme enables vulnerable adults, including those with dementia, to live well within the scheme and deliver flexible care and support options that meet their agreed outcomes.

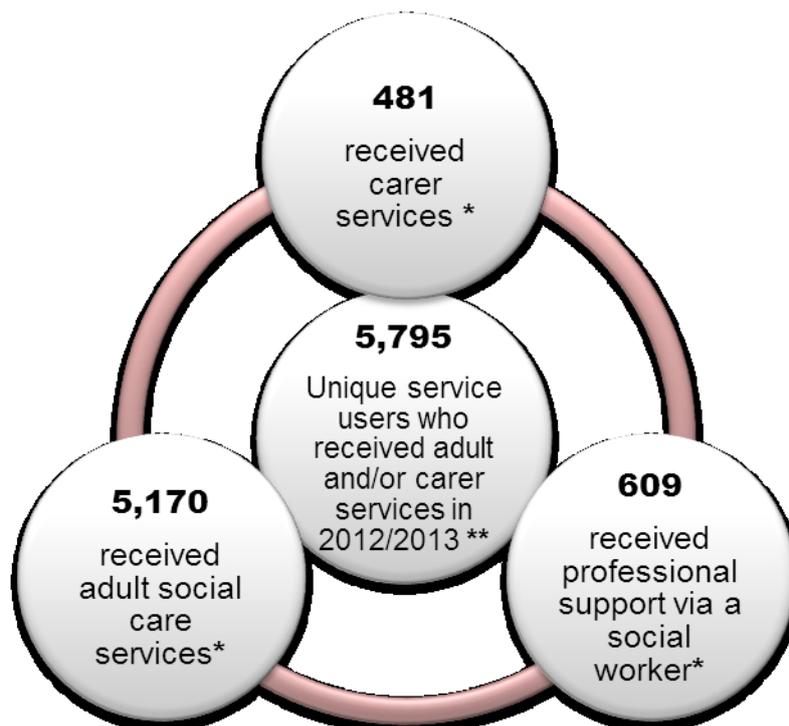
## What did we spend in 2013/2014?

The Council spent **32%** of its net budget on Adult Social Care in Wolverhampton in 2013/2014. The total net spend on Adult Services in 2013/2014 was **£82.7(million)**. This was distributed across the following services:



## Who received support in 2013/2014?

In 2013/2014 the council's Adult Social Care Services supported the following number of service users:



\* There may be some duplication of figures due to service users accessing more than one area of support.

\*\* This figure includes service users who pay for their own care but this was arranged for them by the council.

## **Your views count**

We are very keen to get your views on this year's Local Account and would appreciate if you could feedback to us what you thought by completing the attached form; this will enable us to improve on our approach to next year's Local Account.

Please return completed feedback forms to:

**Amrita Sharma**  
**People Directorate**  
**Wolverhampton City Council**  
**Wolverhampton**  
**WV9 5NJ**

For any queries about the Local Account you can contact us:

**By Phone:** 01902 555140

**By email:** [ASCannualreport@wolverhampton.gov.uk](mailto:ASCannualreport@wolverhampton.gov.uk)

# FEEDBACK FORM: Tell us what you think

1. Did you find the Local Account interesting?

Yes  No

2. Was the Local Account helpful in understanding how Adult Social Care has performed?

Yes  No

3. Is there anything else that you feel should be included in the report?

Yes  No

If you answered yes, please provide details below:

.....  
.....  
.....

4. Did you like the layout of the Local Account?

Yes  No

5. What improvements could we make to how we present the Local Account?

.....  
.....

6. Would you like to be involved in developing the next edition of the Local Account?

Yes  No

If you answered yes, please provide your preferred contact details :.....

.....  
.....

## About you

7. Which of the following best describes you? *(please tick one box only)*

- a person who uses adult social care services
- a carer
- a person that works in adult social care
- a member of a voluntary group
- a care provider
- a health care professional
- another, please list below

.....  
.....

8. Are you? *(please tick one box)*

- Male
- Female

9. Which age group do you belong to? *(please tick one box)*

- under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 and over

10. Which of the following groups best describes you? *(please tick one box)*

- White *(British, Irish, any other White background)*
- Mixed *(White & Black Caribbean, White & Black African, White & Asian, any other Mixed background)*
- Asia or Asian British *(Indian, Pakistani, Bangladeshi, any other Asian background)*
- Black or Black British *(Caribbean, African, any other Black Background)*
- Chinese
- Any other ethnic group *(Please specify: .....*

**Thank you for taking the time to complete this short survey; your feedback is highly appreciated**