

**Adult Care and Well Being Overview and Scrutiny Panel
Wednesday, 6 November 2019, 10.00 am, County Hall,
Worcester**

Agenda

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ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 6 NOVEMBER 2019

MAIN MESSAGES FROM ADULT SERVICES ROADSHOWS

Summary

1. The Adult Care and Well Being Overview and Scrutiny Panel is to receive an overview on the main messages from the recent 'Making decisions about your future' roadshows which took place across Worcestershire.
2. The series of roadshows which took place over the Summer to inform residents about council services, included information on planning for the future to encourage people to plan and be able to continue to live independently into older age.
3. Senior Officers from the Council's Adult Services Directorate will be present at the meeting.

Background

4. The Adult Services Business Plan, "Promoting Independence" was endorsed by Cabinet November 2018. This sets out the County Council's Vision to ensure "*residents are healthier, live longer, have a better quality of life and remain independent for as long as possible.*"
5. To support Adult Services ongoing transformation one of our key priorities is to encourage and support our residents to plan for the future.
6. Over the last 12 months, Adult Services have progressed with a variety of stakeholder engagement and communication including:
 - *Celebration event of 70 years of Adults Social Care with a party for Worcestershire's carers*
 - *Newspaper and radio campaigns*
 - *Attendance at District and local parish council*
 - *Roadshows in each of the six Districts of the County.*
 - *Partner events, ran by Health, Policy, District Councils, Housing*
 - *Supported Dementia Week and Wellbeing Events*
 - *LD Partnership Board, Speakeasy Now Forums and Carers Partnership groups*
7. There have been nine pop up events which have taken place from May to October 2019. There have been two in Kidderminster, two in Bromsgrove, two in Redditch and one in Worcester, Malvern and Evesham.
8. We have spoken to over 900 residents about a variety of subjects including telecare and assistive technology, local services in their area, extra care, loneliness,

foodbanks, respite care and carers support. There were also questions about parking concerns, bus routes and highway problems, which we explained that we couldn't answer but would pass on to relevant departments in the Council.

9. The focus of the events were to promote "Prevent, reduce and delay the need for care", promote Adults Social Care - what we offer, and what we don't and promote our focus on finding the best support to stay at home for long as possible; help people to find out where they can get support in their local community and explain what help is available from social workers and the financial assessment team.

10. The key messages were: Active Ageing – helping people to stay active for longer – the Public Health link and how they can get support; Planning for Care – key message that people should be planning for their longer term care needs now and advice on how they do this; Costs of Care – how much it costs, financial assessment limits and process and where they can get support. The communications team ran a communication campaign including, Facebook posts, twitter and press coverage

11. Questions and comments from the residents covered adult social care and other areas that they public thought the council could answer.

- The main areas were Telecare and assistive technology, local services in their area, extra care, loneliness, supported living, foodbanks, respite care, support for carers, benefits advice, paying for care along with enquiries about other County and District Council services including, buses, parking, rubbish, potholes drainage and roads.

Legal, Financial, and HR Implications

12. There are no legal or HR implications.

Equality and Diversity Implications

13. All printed materials were available in English. They are also available online and therefore able to be copied and pasted into an online translator. All events took place in places that were access friendly for disabilities.

Purpose of the Meeting

14. Members are invited to consider and comment on the information discussed and agree:

- whether any further information or scrutiny work is required at this time
- whether there are any comments to highlight to the relevant Cabinet Member/s.

15. In doing so, Panel members may want to consider themes such as:

- What were the main messages from the roadshows?
- How were the roadshows received?
- How will this information be used to inform future services?
- What are the opportunities and what are the challenges?

Supporting Information

- Appendix 1 - Main Messages from Adult Services Roadshows (presentation slides)

Contact Points

Specific Contact Points for this Report

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965
Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) there are no background papers relating to the subject matter of this report.

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Main Messages from Adult Services Roadshows

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6 November 2019

Pauline Harris – Programme Manager, Adult Services



Background

- Adult Services Business Plan, “Promoting Independence” endorsed by Cabinet November 2018.
- Sets out the County Council’s Vision to ensure “*residents are healthier, live longer, have a better quality of life and remain independent for as long as possible.*”
- To support Adult Services Transformation a key priority is to encourage and support our residents to plan for the future.
- Over the last 12 months, Adult Services have progressed with a variety of stakeholder engagement and communication including:
 - Celebration event of 70 years of Adults Social Care with a party for Worcestershire’s carers
 - Newspaper and radio campaigns
 - Attendance at District and local parish council
 - Roadshows in each of the six Districts of the County.
 - Partner events, ran by Health, Policy, District Councils, Housing
 - Supported Dementia Week and Wellbeing Events
 - LD Partnership Board, Speakeasy Now Forums and Carers Partnership groups

Promoting Independence:

Our vision for transforming Adult Social Care in Worcestershire



Adult Services Business Plan

2018 - 2022





Focus

- We have an essential role help people to stay healthy and supported to live in their local community with choice and control.
- As part of the new model of delivery for ASC (Three Conversations) we have moved towards a strengths and asset based approach and are working with our residents to enable them to link in to family and community to remain at home (stay independent) for as long as possible.
- ^{Pag 64} There are misconceptions around how social care is paid for. Many people think it is funded centrally, like the NHS, rather than means tested.
- 9 roadshows, across the County in Kidderminster, Redditch, Bromsgrove, Worcester, Malvern & Evesham.
- CMR - Adrian Hardman, Social Workers local councillors, Connect, Worcestershire Telecare and Worcestershire Association of Carers attended most of the events.



Objectives of Campaign

- Prevent, reduce and delay the need for care.
- Promote ASC - what we offer, and what we don't i.e. dispel the myth that everybody is eligible for care and promote our focus on finding the best support for people to stay at home for long as possible.
- Help people to find out where they can get support in their local community.
- Explain what help is available from social workers, CAB, financial assessment team etc.

Making Decisions About Your Future

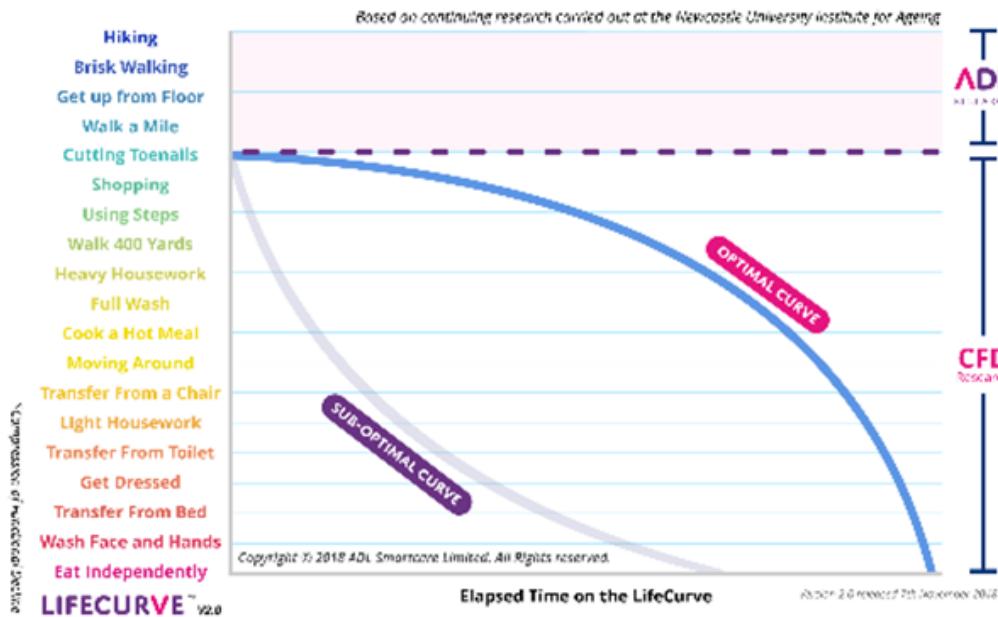


Find out more online:
www.worcestershire.gov.uk/adultsocialcare



The Key Messages We Focused On

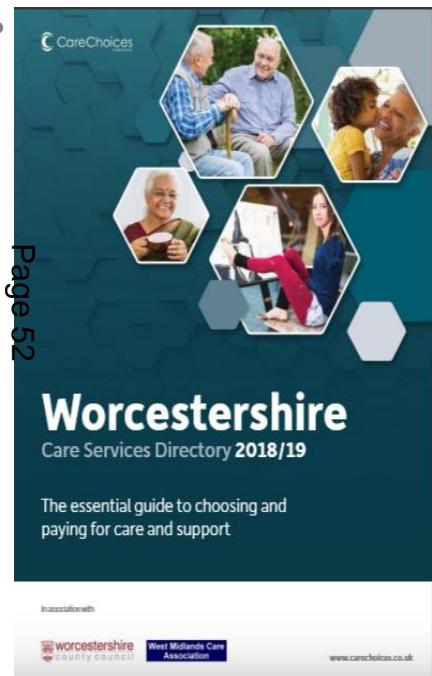
- **Active Ageing** – helping people to stay active for longer
- **Public Health** link and how they can get support
- **Planning for Care** – key message that people should be planning for their longer term care needs now and advice on how they do this
- **Costs of Care** – how much it costs, financial assessment limits and process and where they can get support



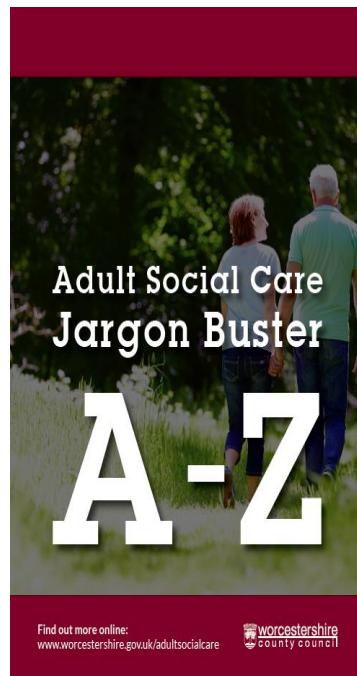
The communications team ran a communication campaign covering the above along with brokerage, extra care, supported living and walks for health. This included Facebook posts, twitter and press coverage

Information

Care Directories



Jargon Busters



Payment Leaflets

Directorate of Adult Services – Reference number DAS.007

Paying for care and support – Paying for your care

Overview

If you are assessed as having an eligible care or support need by Worcestershire Adult Services, you will need to have a means tested financial assessment. This will determine if you need to contribute towards the cost of your care and support. The amount you are assessed as being able to afford to contribute will vary depending where the care is provided.

Financial Assessment – what to expect

- A member of the Care Contributions Team will contact you once your social worker has identified your care needs.
- Normally a financial assessment can be completed over the phone.
- The Care Contributions Officer will also check to make sure you are claiming all the benefits you are entitled to.
- If you have assets over £23,250.00 or you don't wish to have a financial assessment or disclose details of your capital or income, you will be expected to pay for your care in full.

What we will ask you for the following information when completing the telephone assessment:

- Details of the state benefits and private income you receive
- Details of savings, investments and capital you have
- Details of any land or property you may own
- Details of your household expenditure, for example certain bills
- Details of expenses you may have as a result of your disability or illness

Other useful fact sheets:

- Paying for Residential Care
- Direct Payments

Online content:

- [Worcestershire County Council – Paying for Care and Support for Adults web page](#)

Find out more / Key contacts:

- Care Contribution Assessment Team
Telephone: 01905 755781
Visit: [www.worcestershire.gov.uk](#)

Public Health Info

Strength and Balance – self referral or professional referral:
<https://www.sportspartnershiphw.co.uk/strength-and-balance-exercise-cl>

Main areas of Interest

What is assistive technology and how could it help me?

What local community groups are available in my area?

Are there any extra care facilities in my local area?

I feel lonely sometimes, are there any groups/clubs in my town?

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I care for my elderly parents, can I get support with respite care?

I don't claim any benefits – what do you think I may be entitled to?

Will I have to pay for my care if I need to go into a residential home?

Can I have some leaflets to help me start conversations with my family

Summary

- Spoken to over 900 residents, face to face.
- Lots of positive feedback from people, pleased that we were making the time to reach out to people.
- People sometimes feel overwhelmed with family and carer responsibilities and welcomed information and support available.
- Social workers also very positive about the events and recognised the benefit of proactive engagement.
- Press releases were made ahead of events and a large amount of people were also reached via Twitter and Facebook