



# Adult Social Care Local Account

2019 | 2020

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# The Local Account is...

...Worcestershire County Council's annual magazine about Adult Social Care. It sets out our priorities and includes case studies from our residents, carers, partners and staff – demonstrating how collaborative approaches have triggered change and improvements.

Adult Social Care is part of the People Directorate, with a priority to ensure, with support from our partners, "Worcestershire Residents are healthier, live longer and have better quality of life and remain independent for as long as possible..." continues to underpin everything we do. We have a clear purpose to "ensure that provision, across the Council, NHS and partners provides the framework, support and guidance to enable more adults to live health, independent lives and be active for as long as possible."

The County Council's Cabinet endorsed our vision, priorities and direction of travel in November 2018, in 2019 we had a number of local engagements events and of course in 2020 we have focused on supporting residents through the pandemic whilst continuing to develop services to support people's independence.



**Councillor Adrian Hardman**  
**Cabinet Member with Responsibility for Adult Social Care**



# Our Vision for transforming Adult Social Care in Worcestershire



Recognised as a key Corporate Priority, is Worcestershire County Council's vision to ensure:

**“Worcestershire residents are healthier, live longer, have a better quality of life and remain independent for as long as possible.”**

We are working with partners to provide the framework, support and guidance to enable more adults to live healthy, independent lives and be active for as long as possible, while also ensuring we can provide the best support that people need in times of crisis.

Adult Services in Worcestershire is on a transformation journey to ensure the best outcomes for our residents, in line with our core adult social care functions and ensuring best value. We have become part of the Peoples Directorate with key priorities to:

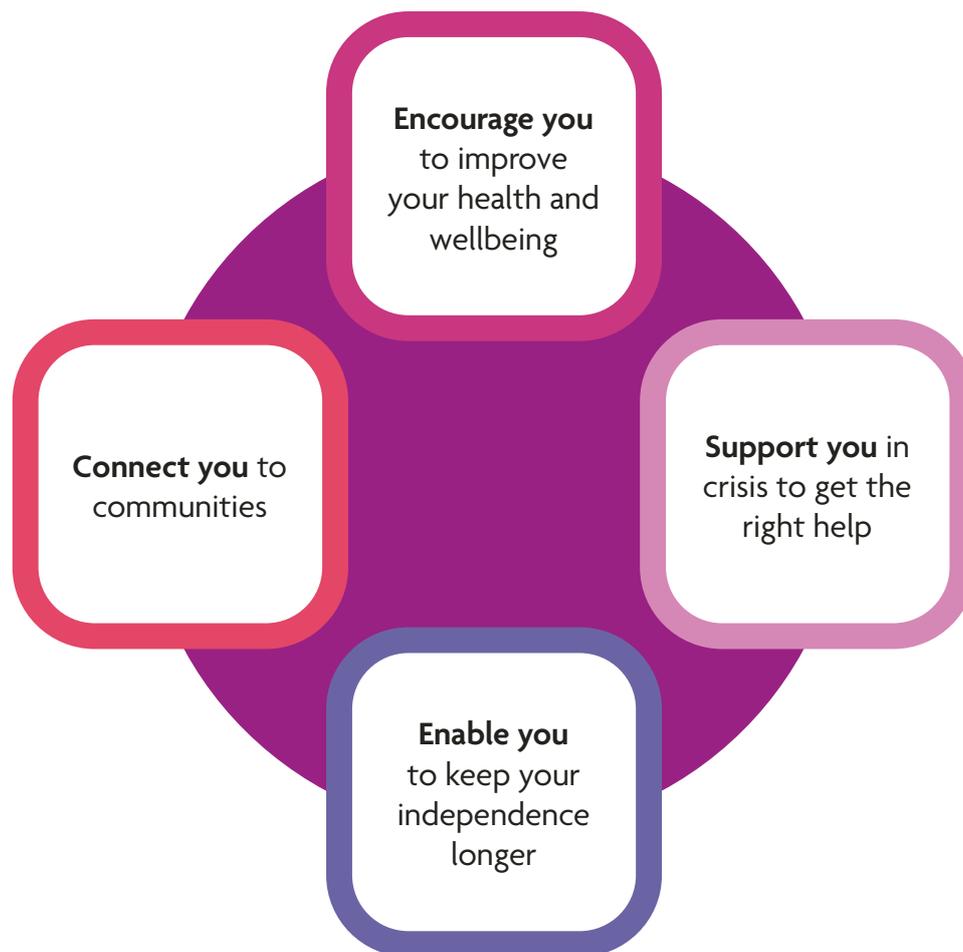
- **Empower Communities** by ensuring the right information, advice and support are in place and easily accessible and people and communities become more resilient and self-reliant.
- Person Focused Services developed through collaboration and building on the strengths and capabilities of local communities - ensuring that we make every conversation count consistently across the County's public sector.
- **Evidence Based Decision Making** to ensure that services and support is shaped to meet the needs of Worcestershire's residents, that is responsive to the needs of different communities.
- **Increase Healthy Life Expectancy** of our residents by reducing health inequalities, so people live independent, healthy lives for as long as possible.
- **Improve People's Health and Wellbeing** by maximising our local cultural, communities and heritage offer.

# Our Core Functions:

- Assess and meet Care Act eligible need and commission and deliver services that meet that need directly or through the independent and voluntary sectors.
- Prevent, reduce and delay the need for care.
- Engage with the market to ensure that they are aware of and can meet current and future needs
- Ensure a robust safeguarding system to protect vulnerable adults.

## Our Purpose and Principles:

Our purpose is to ensure that Adult Services' provision, across the County Council, NHS and partners provides the framework, support and guidance to enable more adults to live healthy, independent lives and be active for as long as possible – whilst ensuring we can provide the best support that people need in times of crisis.



This will be underpinned by our principles to ensure we:

- **Promote independence** through prevention, reduction and delay of demand in care.
- **Keep people safe** and promote wellbeing
- **Shape and manage** the external market and internal service provision to ensure commissioning of effective and sustainable solutions.
- Efficiently use and **manage our resources**
- **Provide advocacy** and support for people's rights, protection and equality
- **Recognise, support and equip our staff** to improving outcomes and quality of life for our residents – through continued best practice, learning and development.

# Adults Social Care Took to the Streets – Summer 2019

The County Council Cabinet Member for Adult Social Care – Adrian Hardman, took to the streets during the summer with local councillors and his social work teams to talk to people about making decisions for their future.

Adrian and his team had individual conversations with nearly 1,000 residents at nine “Pop Up” events in Kidderminster, Bromsgrove, Redditch, Evesham, Malvern and Worcester. The objectives for the events were to:

- Prevent, reduce and delay the need for care.
- Promote what Adult Social Care offers, 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.

## The key focus areas were:

- Recognising our essential role to 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) and moving to a strengths based approach, 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.
- Dispel the misconceptions around how social care is paid for. Many people think it is funded centrally, like the NHS, rather than means tested.

Councillor Hardman said:

***“Our summer engagement events have proved to be an invaluable opportunity to speak to Worcestershire’s residents about staying independent for as long as possible. Noticing small changes in your health and activity, such as struggling to cut your own toenails is really important. These can be signs of reducing mobility and are linked to ageing. These events gave another opportunity for local people to come along and find out how they can stay independent for longer and also helped establish people’s future wishes regarding friends and family.”***



# Celebrating Success – Worcestershire’s Transforming Care Programme



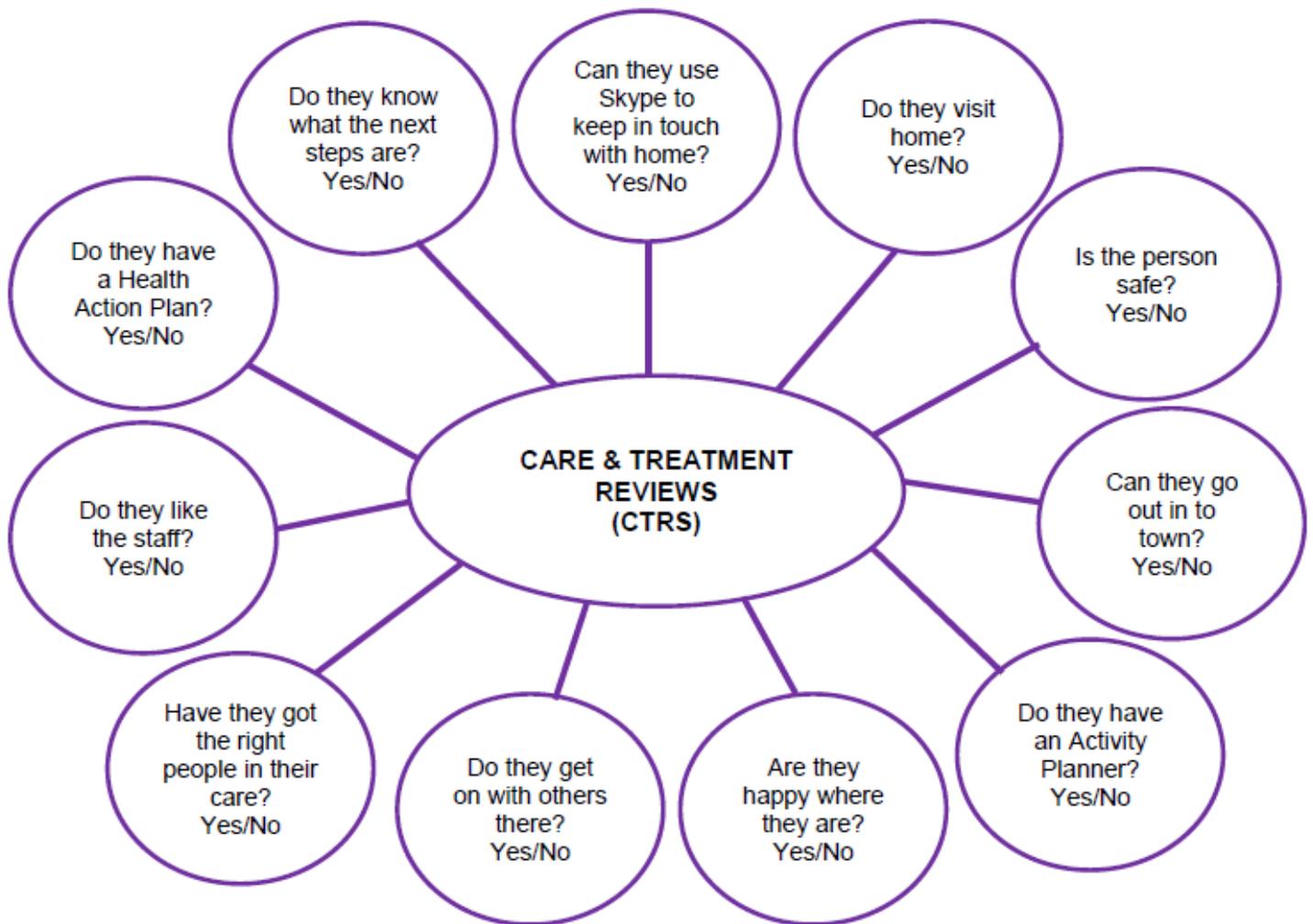
Following the Panorama documentary in 2011 on Winterbourne View. The Government set out to transform the way in which we deliver services to people with Learning Disabilities and/or Autism who require in-patient services within locked and secure units/hospitals.

Worcestershire’s TCP is led and delivered by the Complex Needs Commissioning Team, working collaboratively with the Children’s Community Health Commissioning Team. Worcestershire’s work has been recognised nationally as one of two best performing TCPs in the country. Our fully integrated approach to the programme’s delivery has also been acknowledged by NHS England and NHS Improvement. We have presented and shared our work across the region and at national forums, as an example of good practice. We work collaboratively with many partners including people with lived experience, who have become integral to the team, co-presenting at all levels.

Rachel Barrett, pictured above centre, is an integral part of our delivery, and has become an expert by experience. In 2019 Rachel received Respectability Award in recognition for her work on the TCP.

Rachel has feedback:

***“How pleased I am to see that in the 25 Reviews I have been to, the person being reviewed has been central to the Review and their needs and wishes have been taken on board. I have used my experience of attending reviews and created a checklist to help me to make sure that nothing is missed out .... and it keeps the Panel on track”***



## Carers

In September 2020 there were **12,703** on Worcestershire’s Carers registered with Worcestershire Association of Carers (WAC). During the Covid Pandemic, the Carers Helpline supported carers and they have been completing welfare checks via phone calls, zoom, webchat, WhatsApp video call etc and an agreement was made regarding future support needs during the pandemic. Carers are also advised they can call WAC anytime via the helpline, webchats or email with any issues relating to Covid 19 or other issues. WAC also did proactive calls to particular groups to ensure Carers felt supported for example Carers of individuals with mental health conditions and people with Parkinson’s Disease. Working Carers are supported by WAC to help maintain a balance of the caring role and work.

## Success with volunteers

WAC have many volunteers who assist them. 115 volunteer hours are provided by volunteers each quarter. This is 450 hours over the course of the year.

Worcestershire County Council has signed up to the Working for Carers Charter.

The accreditation recognises a commitment to creating a carer-aware workplace. This means the Council is committed to recognising and understanding the needs of carers in the workforce, by supporting staff who are carers at home. 3 in 5 people become carers at some stage of their lives and many must juggle their role with a job and 1 in 7 members of the workforce is a working carer.

Carers can often feel burn out and stressed as finding time to take a break can be impossible for those with caring responsibilities. Supporting the carers in the workforce is good for the employees and it’s good for business.

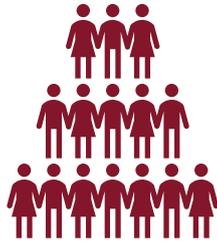
# Performance Matters

The demand for Adult Social Care rises each year as people live longer and there are more people living with complex long-term conditions. Adult Social Care faces ongoing demographic and budget challenges, but the care sector also brings millions of pounds to Worcestershire's economy – together, we are working hard to keep people living independently.



**28500**

enquiries received



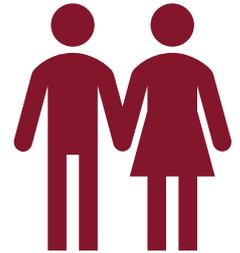
**3,000**

people employed in Worcestershire's Health and Social Care Sector



**66,250**

carers providing unpaid care to family and friends



**6,600**

People in receipt of services funded by Adults Social Care

## Proportion of people (65+) who are still at home 91 days after discharge from reablement services:

- 87% Worcestershire
- 82% England average
- 81% West Midlands average

## People who use services say these services have made them feel safe & secure

- 93% Worcestershire
- 87% England average
- 87% West Midlands average

## Number of people in Supported Living

- 643 in October 2020

## % of adults with a learning disability in paid employment

- 6.7% Worcestershire
- 5.6% England average
- 4.2% West Midlands average

## Area for improvement:

- % of adults receiving direct payments
- 25% Worcestershire
- 27.9% England average
- 28.4% West Midlands average

# Partnership Working

## Care homes:

Since the start of the Covid-19 pandemic, we have prioritised support to care homes to put in place effective infection prevention and control measures. The “Worcestershire Care Home Hub” was established in March 2020 to lead, co-ordinate and facilitate action across the system to support care

homes and prevent infection during Covid-19. The joint working across Adult Social

Care, Worcestershire Public Health, Public Health England, the Clinical

Commissioning Group (CCG) and other health partners has enabled us to work effectively to support providers of care and ensure residents living in care homes are kept as safe as possible, and within government guidelines, have maintained contact with families. We have supplied technology to support this and it has been an effective way of people keeping in touch.

The County Council, in partnership with Herefordshire and Worcestershire Clinical Commissioning Groups have developed an All-Age Autism Strategy that adopts a lifelong approach to supporting children, young people, and adults with autism spectrum conditions, their families and carers. The strategy can be downloaded by visiting Worcestershire County Council’s website, [What is Autism?](#)



## Vision:

***“All children, young people and adults with autism are able to live fulfilling and rewarding lives within a society which accepts and understands them. They can get a diagnosis and access support if they need it, and they can expect mainstream public services to treat them as individuals, helping them make the most of their talents”***

The strategy focusses on achieving 5 key priority areas which is set out below:

1. We will have a clear pathway for diagnosis and support for children, young people and adults with Autism Spectrum Conditions.
2. We will identify how to improve access to support for children, young people and adults with Autism Spectrum Conditions. This will include universal Health and Social Care services, voluntary and third sector services. We will publicise the wider pathway and links to available support.
3. We will work to increase awareness of Autism and how to support children, young people and adults with Autism Spectrum Conditions. We will ensure that organisations/individuals know how and where to access autism training and information about the needs of people with Autism Spectrum Conditions.
4. We will publish good practice information and advice for people with Autism Spectrum Conditions and the organisations who work with them to help prepare for big life changes.
5. We will work with employers to improve employment opportunities and conditions for people with Autism Spectrum Conditions.

## Progress:

- Additional funding for the Adult Diagnosis Service enabling increased support sessions and reduced waiting times
- Autism training delivered to 600 Council and NHS staff in Worcestershire
- Autism is included in the Housing Strategy and a Specialist Autism Supported Living service has opened in Worcestershire
- Autism is included in the Joint Strategic Needs Assessment
- A Complex Needs Pathway has been developed to meet the needs of adults with complex needs in line with the work completed on the Transforming Care Programme

## Working in Partnership to Reduce Hospital Stays

Worcestershire County Council's social work teams developed a joint health and social care hospital discharge team with Worcestershire Health and Care Trust to reduce the length of time people remain in hospitals, with a focus on ensuring as many people as possible return home and live independently.

The joint social worker and nursing team has been in place since February 2020 at Alexandra Hospital and Worcester Royal Hospital and is continuing to have a significant reduction in length of stay of up to a week for patients requiring formal health or social care on discharge.

The team is focusing on complex discharges with support also being in place for people leaving hospital with simpler discharge requirements. The teams of social care staff and nursing staff is recognised as good practice nationally and has already seen reductions in people leaving hospital and being dependent on long term social care.



# Investing in local dementia support

A VITAL lifeline for Evesham and Pershore dementia sufferers and their families will open its doors after county and district council chiefs rubber-stamped a £540,000 investment to make Worcestershire the first county in the UK to offer access to such services to all its residents

Working with the University of Worcester's Association for Dementia Studies, County and District councils have pledged investment to help local communities set up meeting centres and put the county at the forefront of this new way of supporting all those living with the heart-breaking condition. The local bases provide support locally to people and families affected by dementia. At the heart of each centre is a social club where people can meet to have fun, talk to others, and get the help and support they need.

Meeting Centres were originally developed in the Netherlands and the University team was part of a large European research programme to evaluate this innovation in the UK, Italy and Poland and as part of this the Association for Dementia Studies launched two pilot centres in Droitwich Spa and Leominster and found the bases significantly improve self-esteem, levels of happiness, and a sense of belonging, as well as reducing some of the most distressing symptoms of dementia and provide an invaluable source of support for family carers.

Professor Dawn Brooker, director of the Association for Dementia Studies, said: "This will make Worcestershire the first local authority in the country to support equitable funding for all its citizens with regards to provision for this vital community support. We believe Worcestershire could be a real game changer. If we can make this a successful model here then why shouldn't other local authorities follow suit?"



# A Focus on Reablement



The County Council launched a new service in October 2020 to ensure people receive the right support, at the right time to help them live independently at home for as long as possible

The new, therapy lead service will Prevent the need for any unnecessary admissions either to hospital or residential/ nursing care and, where an admission is required, support people to return home as soon as they are well enough, with a plan for recovery and reablement.

The County Council has recognised the benefits reported from other authorities by offering a reablement focused approach to social care and is investing in the new service that will ensure decisions are made with people rather than for people and that our resources are targeted in an efficient and efficient manner.

Therapists and Reablement Assistants will work with individuals, drawing on their strengths to identify and set goals to:

- **Focus on what an individual can do and build on these strengths** rather than focusing on what the individual cannot do.
- Adopt non-selective criteria for referrals
- **Provide short-term intensive support** (up to 6 weeks) to enable individuals to learn how to live their lives as independently as they can; supporting them to regain their independence during the period of support.
- **Work across the health, social care, voluntary and community sector** single point of access – County Council leading required interventions to reduce hospital and care admissions.

Any adult in the County will be considered for reablement when they, or their family/carer contact Adults Social Care for support.



# Making Decisions About Your Future

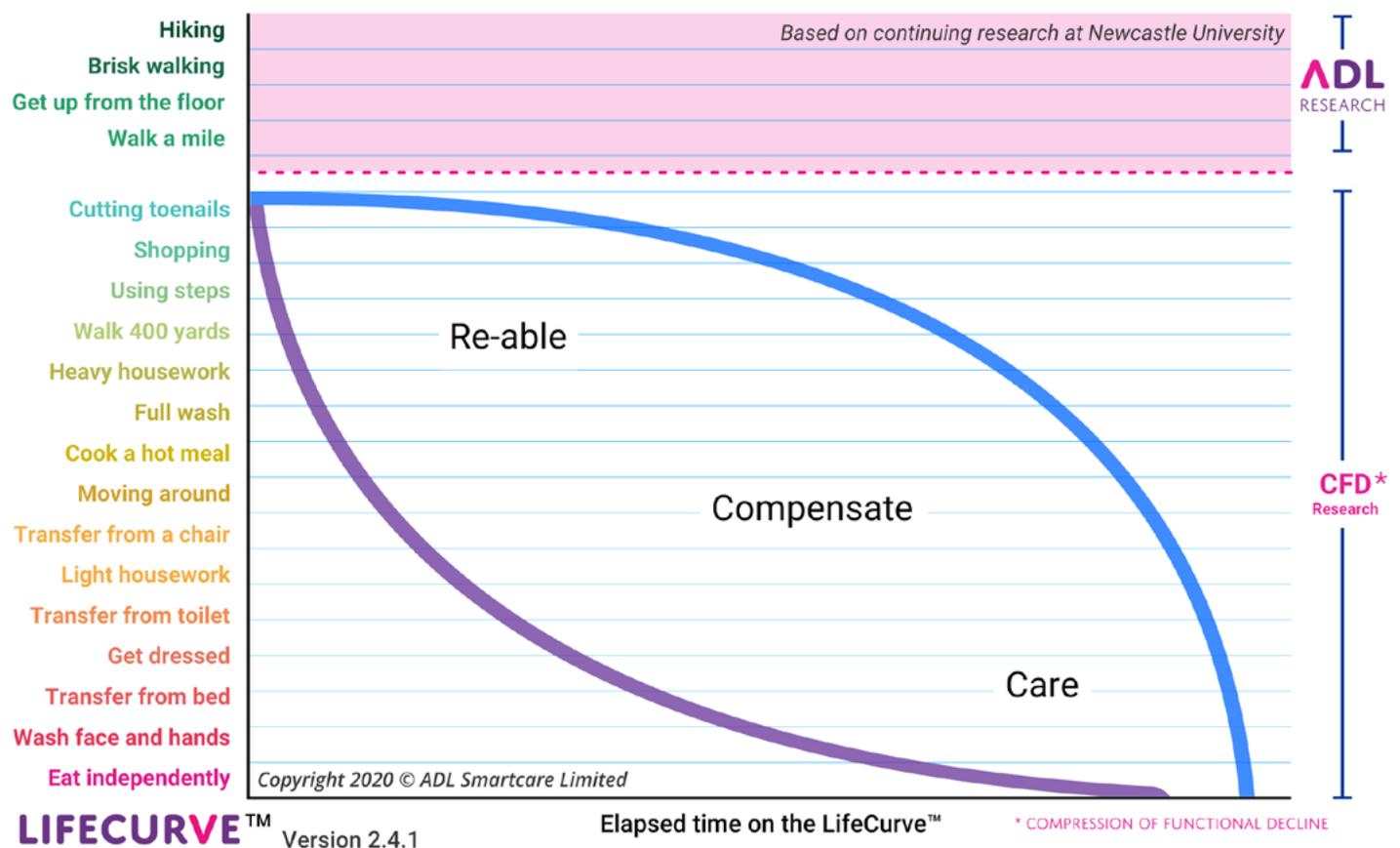


Adult Services and Public Health are working with CCG colleagues to implement an online LifeCurve™ application for all of Worcestershire’s residents.

The APP will help people understand their current levels of mobility and independence and provide real information, advice and signposting opportunities to help them improve and sustain their health and wellbeing.

The tool developed by ADL Research and Newcastle University’s Institute for Ageing is used to map age related functional decline. It:

- Provides a framework for understanding the most appropriate stage to intervene and which interventions are most effective.
- Ability to match individuals with the right products, services and advice that can help them slow the rate of age-related decline.
- Gives older adults the independence to live better for longer.



Research shows that early intervention and prevention is most effective with those who are in the early stages of age-related functional decline. By using the LifeCurve™, people can meet the requirements of the Care Act with supported assessments that will enable us to provide better outcomes and best practice guidance. The benefits that are anticipated for Worcestershire are:

- Intelligence-driven routes into services.
- Mapping helps triage individuals into relevant services.
- Evidentially measure how local population is ageing.
- Measure impact of local early intervention and prevention.
- Use statistical analysis to underpin evidential approaches.
- Access up-to-date research around age-related decline.
- Analysis of impact of wide range of public/3rd sector interventions.

## Community Action - Here2Help



There is a dedicated Here2Help website where you can offer support, ask for non urgent help or read some useful hints and tips to get you through self isolation:

[www.worcestershire.gov.uk/here2help](http://www.worcestershire.gov.uk/here2help)

If you can't access the internet, we have a helpline to call where someone will be there to help you to complete the forms.

Call us on 01905 768053

- Here2Help was launched as One Worcestershire's community action response
- with the sole aim of supporting residents through the Covid-19 pandemic. The purpose of Here2Help is to provide support to people in Worcestershire who are having to self-isolate and/or have additional needs due to the Covid-19 outbreak and cannot get that help and support from friends, family or neighbours.

**As of the 30 November 2020 there have been 4300 requests for help made and over 2000 offers of help.**

We are continuing to offer the Here2Help service to continue to meet the needs of our residents and after overwhelming positive feedback on the difference this makes to people, we are now evolving the service and developing a Customer Contact Centre from September 2020, which will include Well-being advisors from Worcestershire Community foundation and the development of an Integrated Wellbeing Hub.

***"I am hopeful this is the correct email address to write to say a huge thank you for your help and support given to my Aunt during this pandemic. Your help and support to her with phone calls of help and regular food deliveries have been very much appreciated by us all and for that we thank you."***

***"what a fabulous community service you have provided"***

***"Your help, advice and kindness towards me this afternoon was a huge help and also a big relief to me. I didn't realise I don't have to suffer in silence."***

Positive feedback about the support provided by H2H volunteers as part of the flu clinic support to GP surgeries which may also be useful:

***"I just wanted to drop you a line to say a huge thank you to you and the volunteers who helped us so much over our flu clinic weekend just gone. It made such a huge difference to us having their help. All the volunteers were absolutely delightful and we've had really positive feedback from our patients and staff about their contribution."***

# Promoting Independence Using Technology

Adult Services have completed a successful 12-month pilot of investing in assistive technology with a focus on delivery of technology enabled care to increase independence, improve the quality and safety of care, whilst ensuring sustainable and affordable adult services can be delivered. So far, over 200 people have had Assistive Technology installed in their homes, with the help of the County Council and 21% of installations have enabled care packages to be reduced or stopped and 79% of people have been supported to remain in their own homes and not have to move to long term residential care.

Assistive Technology (AT) is a broad term for telecare and assistive living technology and includes:

- Traditional telecare solutions, such as, personal alarms including pendants, wrist straps, or belt units which are linked via a base unit to a telephone line and a help centre to allow someone to signal when they are in distress and need assistance;
- Complex sensors and alarms including activity, door, and bed or chair occupancy sensors;
- Detectors of falls or epileptic seizures, medication management systems; and
- Detectors of household hazards including fire, smoke, carbon monoxide, domestic gas, floods etc. to automatically trigger when someone may be in distress.

The Council will be securing a long term technology provider, through a formal tender process during 2020.

Ron's story is a good example of how assistive technology, provided by Amica24 can support an individual and provide the necessary reassurance for them to continue to go out and about.

Ron is 80 years of age, married and lives with diabetes and is also asthmatic. Ron has already got a lifeline pendant and is very pleased with the reassurance it gives him and his wife for around their home.

Ron enjoys using his mobility scooter to get around town and it enables him to remain independent and keeps him socially engaged. Six months ago, Ron went on an errand to town on his scooter but he had a nasty fall whilst getting out. Fortunately, the shop keeper and local residents helped Ron and he managed to drive his scooter back home but was in great pain.

He did not have a mobile phone and his wife was out doing volunteering work. Initially he was informed that there were no breaks but he was still in great pain and eventually x-rays and scans identified a complex ankle break. Whilst waiting for surgery, both Ron and his wife were very keen that he should still have the opportunity, and importantly the confidence, to enable him to still get out and about. He had lost confidence to continue to go out in case he fell again.

Amica 24 helped Ron by carrying out an assessment of his situation and provided him with a Mindme alarm, a mobile device which allows Ron to still go out on his scooter but if he was to feel ill or have a fall, he can press the SOS button and speak directly to our Monitoring & Response team. It also has in built GPS so we can pinpoint his exact location and his wife could also have access to this information, which would give her peace of mind.

Ron, has expressed how having this device had made a big difference to his confidence when going out and he was not constantly having to worry in case something happened to him. Ron commented: "I enjoy going into town and doing things. I know a lot of people in the town and often stop to have a chat. I would miss this greatly if I could not get out and about."



