

# Adult Care and Support

*Local Account 2020-2021*



**Solihull**

METROPOLITAN  
BOROUGH COUNCIL

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## What is the Local Account?

The Local Account is an annual report which describes what Solihull's Adult Care and Support Directorate is doing to help improve the lives of people living with care and support needs and how well as a service it is performing, along with areas where we are seeking to improve further. This report is usually referred to as the 'Local Account' but is also referred to as the 'Annual Report'.

We hope you find this account interesting. It provides an insight into Adult Care and Support in Solihull, the work being done to support improvements and our priorities for the future. **We welcome your thoughts** on what is important to you as well as feedback on how we are doing.

## Foreword

2020-21 saw a year of unprecedented challenges and change for Adult Care and Support. The Covid-19 pandemic brought totally new requirements – such as shielding of residents whose health conditions made them at high risk of Covid-19 – with very little time to identify those residents and ensure support was in place. It brought challenges, including delivering Personal Protective Equipment (PPE) for our care staff, continuous learning about how the virus spread, infection control, and testing. And finally, responsibility for the roll out of a vaccine programme for the care workforce, a task never undertaken before.

While this was happening, our care sector continued to support our residents – in their own homes, in specialist housing and in residential and nursing homes. While day care services had to be suspended in the first lockdown, our care providers adapted to develop activities using Zoom or Skype, delivering activities to people's homes and providing phone or individual support to reduce isolation.

Our charity and voluntary sector partners made calls and delivered food and practical assistance – adapting to deliver their information and advice, and befriending services over the phone and online, to keep supporting those who needed them.

The community support across Solihull was something to be proud of. While we were locked down, we pulled together to look after our residents, and to support those who lost loved ones.

This Local Account looks back at what was delivered over a challenging year and looks forward to a year where we hope life begins to return to a more normal rhythm.



**Cllr Karen Grinsell**

*Deputy Leader of the Council  
and Lead Member for  
Partnerships and Wellbeing*



**Cllr Tony Diccio**

*Cabinet Portfolio Holder -  
Adult Social Care and Health*



**Jenny Wood**

*Director of Adult Social  
Care and Support*

## Introduction to Adult Care and Support

The delivery of Adult Social Care is the responsibility of the local authority. Solihull Council has an Adult Care and Support Directorate to deliver Adult Social Care services, working with a range of other local authority functions to support people in our communities, including Housing, Public Health, and Children's Services.

Solihull Council works to help residents plan for the future and live as independently as possible, manage their everyday needs, adapt to new circumstances and stay safe from harm. It does this through working with local care providers, colleagues in the NHS and the voluntary sector.

All our work is tested against our Directorate Purpose:

***■ To enable people to stay as independent and well as possible for as long as possible. When people do need long term support, this is timely, proportionate, responsive and good quality and enables people to continue to live their lives the way they want to. ■***

Progress towards this overarching purpose is delivered day in, day out through the many interactions between our staff and people with care and support needs and through a series of improvement projects overseen by the Director of Adult Care and Support aimed at constantly improving what we do.

## Adult Care and Support Vision

The Adult Care and Support vision is built on the following principles and these can be found in 'Our Offer to You'.

**Prevent** – Residents have access to the right information and advice to make good choices about their own support, enabling them to maintain their independence, as much as possible. Access to the early advice and the right support services can prevent or minimise further care and support needs at a later stage.

**Delay** – We believe a person's needs can only be properly understood when they are in a place where they feel comfortable. Therefore, we will try to avoid agreeing long-term care decisions when a person is in crisis and 'delay' this until a time when it is more appropriate, ensuring temporary support where needed, to enable individuals to return to as much independence as possible before making decisions with long-term implications.

**Enable** – When a person is unable to find the right support for themselves, we will listen to them and offer a service or solution designed to help them stay as independent as possible.

**Support** – We aim to provide on-going professional support only for people who have complex needs or whose lives require it. We will also help people to develop relationships and support networks within their own communities. We will be open and transparent about how we decide what each person should pay towards their care and support services.

**Review** – We will continually work with people to check how they are getting on and make sure they have the most effective services.

## Setting the Scene – Adult Care and Support in a changing landscape

The demand for Adult Care and Support rises every year as people live longer and there are more people living longer with complex needs. Outlined below is an overview of the Solihull population, who we support in Adult Care and Support and a breakdown of what we spent in 2020/2021.

### Solihull demographic

In 2019, Office for National Statistics (ONS) estimates indicated that Solihull is home to 216,400 residents, of whom 21% are aged 65+.

Life expectancy (2017-19) in Solihull is also around a year longer than the England average at 80.7 years for men and 84.3 for women and is the 4th highest in the West Midlands (Districts) for women and the 5th highest for men.

Over the next 10 years (to 2031), the Solihull population is projected to grow by 6% (12,313 individuals), broadly in-line with national and regional averages. During this time, the 65+ population in Solihull is projected to grow at four times the rate of younger age groups (14% compared to 3%). With those individuals born during the post-war baby boom now reaching ages that are more prevalent in terms of social care need, may mean there is added pressure on Solihull Adult Care and Support services.

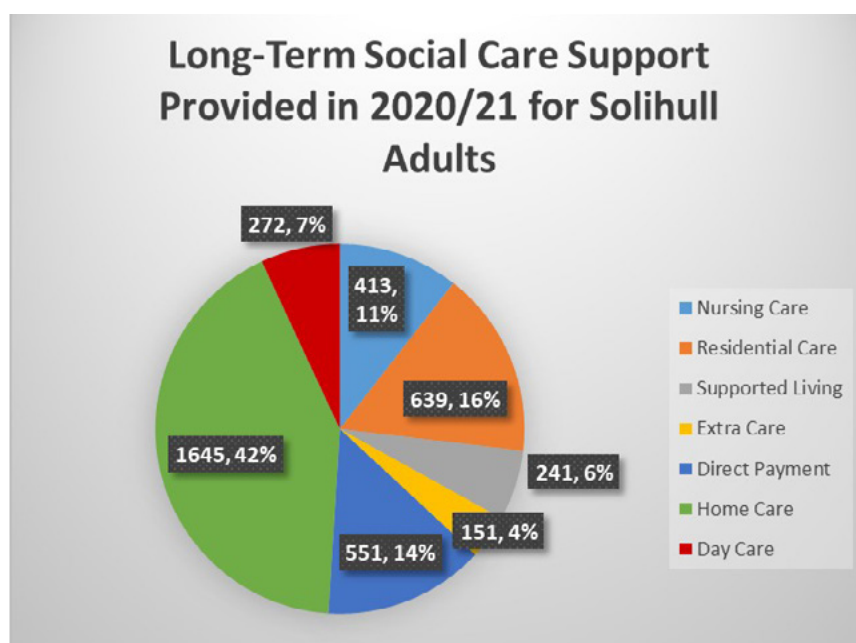
Older population growth over the next 10 years is most evident among those aged 80+ with a projected increase of 31%. In addition, those aged 80+ with dementia are projected to rise by 28% to 2030 (likewise for those unable to manage a self-care activity).

Between 2001 and 2011 the Solihull Black, Asian and minority ethnic (BAME) population more than doubled. Growth is expected to continue, and our estimates suggest 1 in 5 of the Solihull population will be from a BAME background by 2029. We have more diversity in our local population each year meaning we need to review our services to ensure that they meet the needs of our population as it changes.

### Who we support

During 2020-21, 5,105 adults received support from Solihull Adult Care and Support. 3,512 of these individuals received services as part of a long-term care and support plan of which 70% were aged 65+ and 30% aged 18-64.

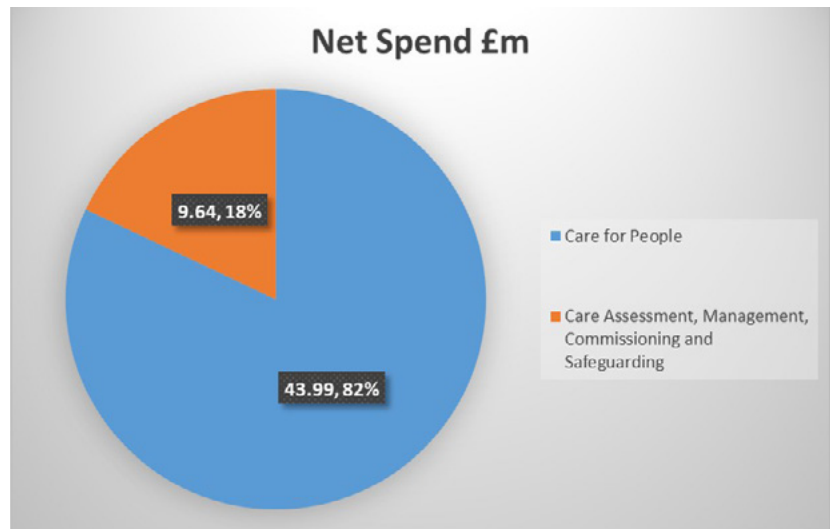
Of these 3,512 individuals, 47% received care at home at some point during 2020-2021 and 30% were cared for at some point during 2020-21 in a residential or nursing setting.



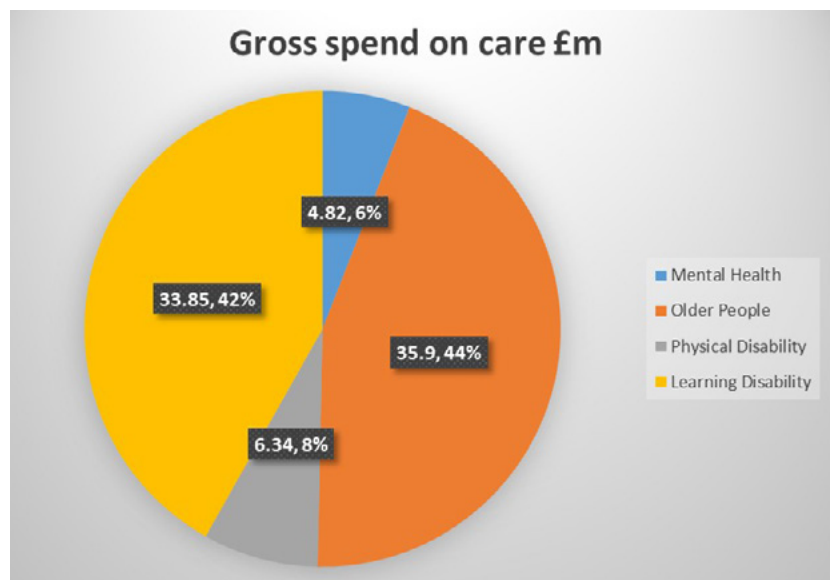
## How we spent our money in 2020/21

In 2020/2021, Solihull Adult Care and Support had a net spend of £53.63m, which was £99.45m of gross spend offset by £45.82m of specific grants, joint funding from health and contributions from individuals towards the cost of their care.

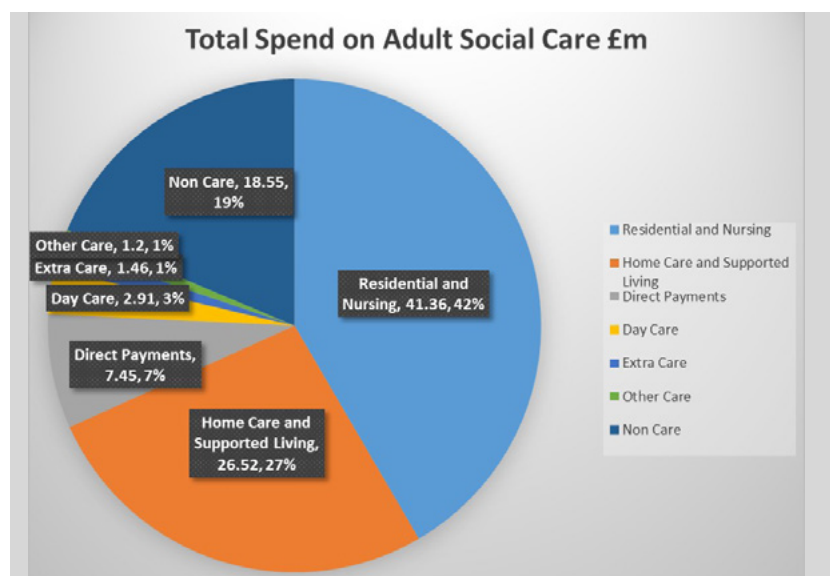
The majority of the spend on Adult Social Care is spent directly on care for those who need it.



Support for people with learning disabilities and older people are the largest areas of social care spend on people.



Adult Social Care spend is supported by a number of specific grants and by the contribution that people make to the cost of their care. This chart shows the total spend, breaking down the different types of care that are funded.



## Key Achievements

The last year has been a period of profound challenge. We have navigated our way through the impact of a global pandemic which included having to change the way we deliver our services, provide support to those shielding and helping increase vaccine uptake. At the same time we have made significant progress in delivering improvements in Adult Care and Support, including in Exploitation Reduction and with the opening of the new Extra Care housing accommodation, Solihull Village.

### 1 | Shielding

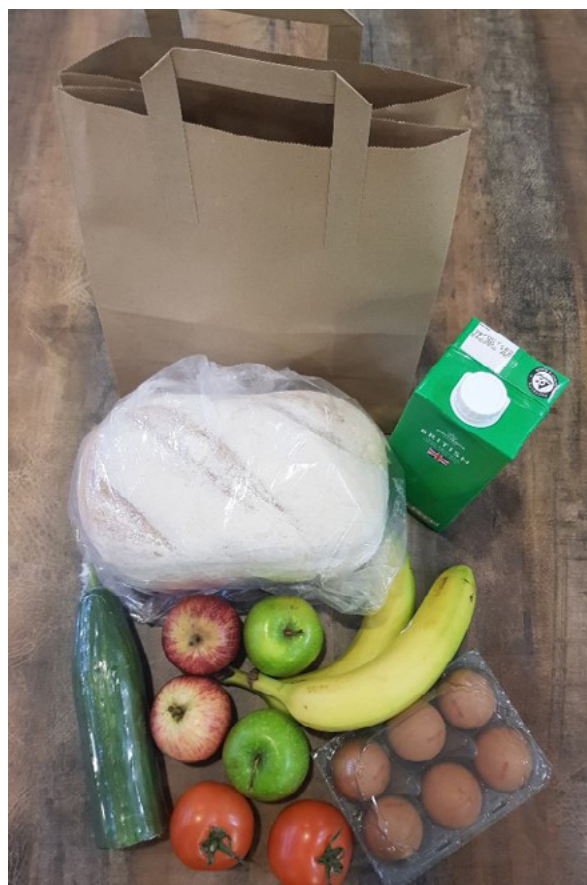
In 2020, around 2.2 million people, including children, across England were identified as being at most risk from Covid-19 mainly because of an underlying severe health condition. The Government produced guidance called 'shielding' and 13,596 people in Solihull were strongly advised to stay at home and avoid any face-to-face contact for sustained periods throughout the Covid pandemic.

As a result, many of these Solihull residents were left unable to shop for groceries and struggled to obtain online shopping delivery slots during this period. Solihull Council Shielding Team were on hand during the pandemic delivering food parcels to residents throughout the borough as well as making weekly telephone calls to offer help and advice to residents.

**6,826 food parcels  
packed and delivered**

**377 emergency food  
parcels**

**59,430 wellbeing calls**





This is what some of our residents said:

**// The Solihull shielding team have been our sole lifeline. What more could anyone in a vulnerable group of over 7000 ever want? I am confident I am speaking on behalf of the 7000 people that the shielding team looks after and we are ALL deeply, wholehearted and extremely grateful and indebted to Solihull Council and the staff of the shielding team. //**

**// I just wanted to send this to say thank you so much for my essential food parcel this morning. I got quite emotional after, strange times we are in. From next week I have managed to get a supermarket delivery slot so I won't be needing the food parcel but thank you once again. //**

**// Thank you Solihull Council, we can't fault your service for my mum. A lovely lady calls every week and offers help and advice and it's these things that have make such a difference in these difficult times. Thank you! //**



## 2 | Care Act Easements

As part of the government's response to the coronavirus pandemic, particularly due to some services having to close during the first lockdown and others being potentially impacted by the staff absence levels with Covid-19 or self-isolating, some temporary changes were made to the Care Act.

These changes – called 'easements' – took effect on 31 March 2020 and made it possible for local authorities to reduce their usual duties. The easements meant that local authorities would not have to complete all assessments or meet all the needs usually expected of them. This would only apply where authorities were unable to meet their usual duties and only for the temporary period the powers were in place.

In April 2020 the Council used this legislation to temporarily suspend Care Act duties. The decision was taken to ensure the best possible provision of care for those most in need, with the capacity available, while protecting staff and managers who were responsible for delivering that care. We returned to full Care Act compliance at the end of June 2020.

Throughout that difficult time we aimed to minimise the impact to the people we support. Most care and support services continued as usual. Where we had to make changes, our teams worked compassionately with the people affected and kept in regular contact with them.

We monitored the situation closely and regularly so that we could restore a full service as soon as was reasonably possible. Full service returned on 29 June 2020, primarily due to improvements in absence levels and within home care capacity.

From that point onwards people in receipt of support could expect the usual level of service. There were some ongoing changes to their care and support as we continued to follow government guidance. For example, we re-opened internal day centres on 29 June 2020, but the numbers of people attending were reduced due to social distancing. To meet people's needs we offered outreach services as an alternative.

### 3 | Day Services during Covid

Day Opportunities provide social care and leisure services that help adults of all ages with care and support needs, to remain active, learn skills and maintain friendships and social contacts. They enable adults who have care needs, and/or who are at risk of social isolation, to engage in social and organised activities, achieve individual aspirations, maintain or gain independent living skills as well as providing a regular break to carers.

Day Opportunities provide a life-line to individuals with care and support needs, and to carers. Knowing how much clients value these services, the three teams that are based at Parkview Day Centre thought of creative ways that they could still support the people in their care during the pandemic. They visited people and their families in their homes to continue to provide critical support and kept in contact via FaceTime and regular phone calls. They even put together activity packs for people to do at home.

When the buildings were able to reopen, albeit with limited capacity, the staff continued to create great days and happy memories for people amidst the global pandemic. The "Lockdown Arms" was a great hit for those missing their trips to the pub. A "Fine Dining" experience was followed by a socially distanced "Nightclub". They made the best of the outdoors in the summer months hosting their very own Pop Festival!



As the seasons passed, Day Services continued the celebrations, toasting marshmallows, drinking hot chocolate and putting on a Guy Fawkes competition on Bonfire Night. Winter Wonderland was a great success, with an interactive sleigh ride. They kept the party going with some Mocktail making and refused to be beaten by a global pandemic.

From Remembrance Day to Diwali, Eid to Easter and Elf day to raise money for Alzheimer's Society, the team created a safe and happy place for all. We echo the words of Emma, the Service Manager: "I am so proud of the teams, they kept up their morale and provided the best support and enjoyable days for people despite the restrictions". Well done all!

## 4 | Admission Avoidance and Hospital Discharge Services

To support people to go straight home from hospital, or prevent the need for them to be admitted, we have been developing our capacity to rapidly put in place care and support. In partnership with Birmingham & Solihull Clinical Commissioning Group (CCG), we commissioned two new services: Home Discharge Service (HDS) and Solihull Community Rapid Intervention Service (SCRIS).

The HDS supports those leaving hospital, enabling people to go home the day they are ready to, and providing a period of free support to enable them to continue their recovery, whilst they are supported to make plans for the future.

The SCRIS provides an alternative to hospital admission where a person does not need hospital-level treatment but needs some additional support to be able to stay in their home safely. It provides short-term support whilst the person recovers and longer-term needs are assessed.

Both services have made a vital contribution at a time when the NHS greatly needed any available capacity and supported us to meet the national guidance for hospital discharge. The two providers commissioned to deliver the services are Nationwide Care Services for HDS and Universal Care Services for SCRIS. The services have proved very beneficial to Solihull residents as well as the wider NHS system.

**Watch this short video** produced by Nationwide to find out more about the Home Discharge Service and the positive impact on Solihull families.

## 5 | Adapting to Covid

Lockdown was difficult for all Solihull residents and especially so for those people with care and support needs living in residential homes. Supporting residents to adapt to the changes that the pandemic brought with it was a challenging, yet at times, rewarding experience. Here's how one of the Council's internal residential homes coped during Covid:

### **The Gardens of Stapleton**

*How creating "a safe place" helped us cope with lockdown*

The beginning of lockdown brought with it some unique challenges for the Adult Care team at Stapleton Drive, a residential care home in Solihull for people with complex care and support needs. Residents just did not understand why their routine had to change overnight because of Covid. Frustration meant behaviours quickly escalated and became quite challenging. Concerned for people's health and emotional wellbeing, the team at Stapleton got creative. They wanted to find a way for each person in their care to have a safe space – a place to enjoy and to take pride in – and the gardens at Stapleton seemed an ideal way to do this.

Until lockdown no one had been involved in tending the gardens – there just never seemed to be enough time on top of all the things that needed to be done each day. With no gardening expertise the team did some planning and worked out the costs but there was no budget to make this happen. Rather than be discouraged the team thought about how they could make this work cost free.

They started small by planting just a few plants and vegetables and then they knew they were on to something. Residents loved being involved planting and watering seeds.

Stapleton now has a vegetable patch and is growing tomatoes, potatoes, peppers, courgettes – and its own herb garden too!

**“ Salad is not normally the most requested meal on the menu but getting a pepper or a potato from the garden that they have planted, watered and watched grow has encouraged service users to try food they would not eat before and encouraged much healthier eating habits too. ”**

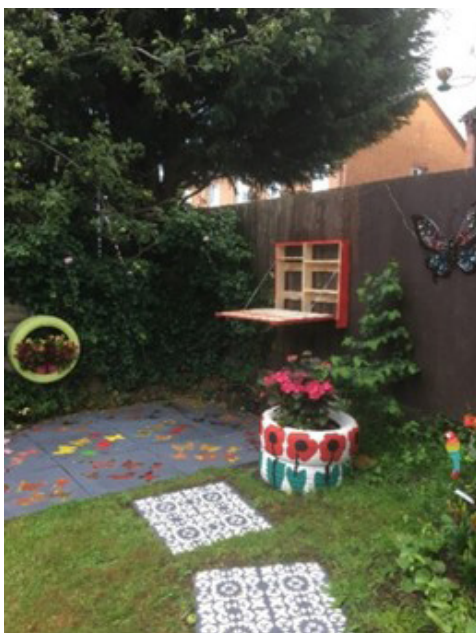
**Toni, Assistant Team Manager, Stapleton Drive**

The team worked together with residents to create a personalised area for each individual. One resident, Martin, loves the beach, so the team sewed two quilt covers with a beach scene together, and with a chair, some rocks and some sand, Martin now has his very own ocean view.

A sensory area has been made using lavender and herbs which is really appreciated by those with a visual impairment.

Kenny missed going out to the pub. Using some old pallets the team created his very own drop down bar - with a place for a cup just for Kenny.

Using stencils they painted butterflies on slabs, used old tyres as planters. Rachel now has her happy place and loves watering her flowers.



**“ I could not be prouder of my team. The people we care for have been at the heart of this project. The Stapleton team have come together and worked around challenges and set-backs. Residents now spend many hours in the garden, watering plants and enjoying their personal space. If their day is not going well they go to their happy place. It has given people ownership and a sense of nurturing ... I have no doubt this has improved the quality of life for many who are happier and calmer. Thank you team. ”**

*Gary, Registered Care Manager, Stapleton Drive*



## 6 | Support to Care Providers

Our care providers also faced great pressures this last year. They have weathered the challenges of rapidly changing national guidance, establishing Personal Protective Equipment (PPE) arrangements and coping with Covid outbreaks whilst continuing to provide high quality care and support to people. Staff in care homes supported residents who had had minimal contact with their loved ones for a long time, and have provided end of life care, as well as supporting many people directly affected by Covid.

In response to these ongoing challenges of managing Covid in care settings, the government committed a series of funding streams to help tackle the issues care providers were dealing with throughout the pandemic. Over £5.3 million was distributed by Adult Care and Support at Solihull Council to care providers through various funding channels to help implement thorough testing regimes and to help support recruitment and staff training, daycare providers, carers as well as visiting within care settings.

In addition to government funding, Solihull Adult Care and Support implemented a Commissioning Duty service that ran from 8am to 8pm seven days a week through which providers could seek help and information as well as keeping all care providers informed and updated about testing, support offers and information of relevance through the Care Provider Bulletin.

Every contact that we had with the external social care workforce helped them to feel that their work was not invisible, and that they were, and remain, valued and supported by us to deliver appropriate services to people with care and support needs.

Here's just one of the compliments we received for our commissioned providers during 2020-21:

***“ I am writing to thank you and all your staff for the care you have given to my parents during these unprecedented times. While it has been a very distressing time for us not being able to visit and not being able to ascertain the severity of their illness, we have been impressed with the way the carers have filled us in with how they are when we have called and how they have reassured us. We understand that you are all working in very difficult conditions with constraints and that you are all having to go over and above to meet the needs of the residents. ”***

## 7 | Vaccination Programme

One of our successes this year has been the Covid vaccination roll out to the social care workforce.

In December 2020 the first care home residents received their vaccination. This was quickly followed in January 2021 with vaccines for social care staff and March for unpaid carers.

Arranging vaccination for everyone eligible took a huge effort from our teams in the Council as well as partnership working right across Birmingham and Solihull, with GPs, hospitals, carers organisations, and the CCG all working together to get people vaccinated as quickly as possible.

We have supported people to get their vaccine in a variety of ways, from hand delivering letters to organizing information events for people unsure about the vaccine. We have sent letters, emails, and made hundreds of phone calls to make sure everyone eligible had access to the vaccine, and to support anyone needing more information or help with booking. [The NHS website for local vaccine information](#), has been providing information and advice to support people to understand the vaccination programme and to provide reliable information to answer any concerns they may have.

As a result of our efforts we received positive feedback from care providers that we had organised the vaccination programme well, and amongst our peers we led the way on vaccinating harder-to-reach groups, such as personal assistants.

We now have over 90% of care home residents vaccinated, and nearly 80% of staff.

The success of the Solihull vaccination programme can be seen in the low case numbers locally, and the resulting fall in the number of fatalities.



## 8 | Extra Care Expansion

Extra Care housing is an attractive alternative offer for many people who want to retain their independence but need the security of having access to supplementary care and support if they need this. Extra Care schemes are purpose-built for people who may have care and support needs. Accommodation is fully self-contained with either one or two bedrooms, many of which are adapted for wheelchair access and often with amenities on site such as a restaurant, hair salon, landscaped garden and communal lounge.

In January 2021, the newly-built Solihull Village opened its doors and began to welcome residents. Operated by the Extra Care Charitable Trust, the complex comprises a mixture of 261 one and two bedroom flats that are available for rental, shared ownership or private purchase.

This adds to a growing number of affordable schemes in the borough, with **Phoenix House**, **Hampton House**, **Trinity Apartments**, Sunhaven and **Saxon Court** providing a good range of different sizes of extra care scheme, with a range of onsite facilities. These schemes all support people to maintain their independence, engage with the wider community around the complexes, as well as make good friends in the schemes. They are an excellent solution to housing needs for older people, helping people to stay independent and to reduce the risk of social isolation if their mobility or health declines.



Saxon Court



Sunhaven



Trinity Apartments



Solihull Village

## 9 | Exploitation Reduction

During 2020-2021, improvements were also made to help and support those at risk of exploitation. A dedicated Exploitation Reduction Lead and Exploitation Social Worker were both appointed over the last year and have been leading on this work.

During the last year, the Solihull All Age Exploitation Reduction Strategy 2020-2022 was developed and is now operational. This multi-agency, co-produced document sets out Solihull's strategy to address exploitation over the next two years and is aimed at people who are working to reduce exploitation in the borough.

The strategy covers the areas of sexual exploitation, criminal exploitation, human trafficking and modern slavery with four key priorities identified:

- 1. Prevention** - to improve awareness, understanding and early recognition of exploitation across the partnership, communities and society.
- 2. Protection** - to improve individuals' and communities' resilience to tackle and reduce exploitation and the interventions to tackle exploitation.
- 3. Partnership and Leadership** - to secure a collective commitment to tackle exploitation across the partnership and demonstrate effective leadership in driving forward changes required.
- 4. Pursue** - to improve prosecutions and disruption of individuals and groups responsible for exploitation.

The strategy is accompanied by a delivery plan with representatives from key agencies working together to ensure the effective delivery of this as well as a screening tool that has also been developed for use by professionals where there are concerns that an adult is at risk of being exploited which will provide a clear pathway into Adult Care and Support and safeguarding procedures.

Finally, a capability framework was also developed setting out key skills and understanding for each role as well as a communications plan which aims to raise awareness in the community of the work being done.

## Performance Matters

2020/21 was a challenging year for everyone, including for Solihull Adult Care and Support. However, we have continued to support those with care and support needs to the very best possible standard.

Solihull Adult Care and Support recorded 10,286 social work contacts<sup>1</sup> during 2020/21. Of these, 4,456, or 43%, were new requests for support and 5,830, or 57%, were contacts on existing cases.

We supported 2,938 hospital discharges in the year, compared to 2,033 in 2019/20, a 45% increase.

We also completed:



Solihull Adult Care and Support continued to welcome feedback in 2020-21 to help identify where things are working well and to highlight where improvements may be needed.

During 2020/21, Solihull's Adult Social Care Services received 35 new complaints, a 40% decrease from the 58 new complaints received in 2019/20 and is lower than has been received over the past few years. In addition, 90% (12 out of 14) of complaints investigated in 2020/21 regarding Solihull Council's Adults Social Work teams were closed within the Council's internal 30 working day timescale compared to 87% (33 out of 38) in 2019/20.

Solihull Adult Care and Support received 244 compliments in 2020/21, a 65% increase from 158 compliments received in 2019/20.

Here's just a few of the compliments we received during 2020-21:

***“ I just wanted to thank you for supporting us on our journey. You have been the first of a long line of people who have shown empathy and kindness and this what mostly shows up now, for which I am really grateful. ”***

<sup>1</sup> Excluding Safeguarding and Deprivation of Liberty Safeguarding (DoLS) contacts

**//** We just wanted to say thank you for all your support, for listening and taking the time to give me lots of useful, helpful information and most of all the reassurance that either yourself or someone within your team will make us supported. The relief I felt after talking to you today has made such a massive difference. **//**

**//** It's not very often social workers get the praise they deserve, but we just wanted to say a big thank you and praise for the tireless effort, kindness and sheer hard work shown in securing our Dad a placement that more suits his needs. The Social Worker has communicated with us at every stage and kept us well informed and has shown such empathy towards Dad and the family, it really goes a long way when we do not know how systems work. **//**

**//** I would like to acknowledge the excellent care provided to my elderly mother following her recent accident. I would also like to express my family's appreciation for the supportive, caring and considerate way in which each person involved responded during a difficult time. In these days of constraints and reduced provision, I was extremely impressed with both the speed and efficiency of all those involved in enabling my mother to leave hospital promptly and cope within her own home whilst recovering from her fractured knee. In addition and perhaps most important of all, staff demonstrated high levels of care and took time to establish exactly what my mother's needs would be. A special mention too for the Occupational Therapy and Equipment Team. Both responded promptly to my request for equipment, which would help my mother to continue to live independently at home whilst she recovered. It was a difficult time as the country has just emerged from the lockdown but they took time to assess her needs and provide the right equipment. My mother has now recovered from her fracture and although she has other health issues feels confident that should she in the future require care at home that she will be well supported by Solihull Council. **//**

## What's next? – Proposed Key Improvement Themes for Adult Social Care

As we move forward with our work in 2021 through to 2022, we know that the ongoing impact of Covid will remain significant and work will continue to support residents and care providers with the after-effects of the pandemic. In addition, we want to put our focus on themes such as equality and diversity, engaging with those we support, our environmental responsibility, carers, exploitation reduction and mental health.

### 1 | Equality & Diversity

Solihull Adult Care & Support recognises that equality of opportunity is essential to our success as a Local Authority, especially in terms of delivering services to people.

In order to bring about change we must ensure that equality issues are at the forefront of our work, including shaping policy and delivering services.

We know we can only achieve our aims and narrow the gap of inequality by working closely with our partners and the community and voluntary sector who work with diverse or vulnerable communities in the borough.

We will listen to and engage with local people at every opportunity: our plans must be informed by peoples' experiences of living, working, studying and visiting the borough.

The Council provides services both directly and by working with other organisations. It will promote equality of opportunity for local people by:

- › Providing accessible information about the services available to them.
- › Undertaking assessments to determine if there is any impact for equalities on its policies and activities.
- › Delivering services in ways which are appropriate to service user needs and, whenever possible, removing barriers which may deny access.
- › Using its powers to ensure that organisations providing services on its behalf operate in accordance with the aims of this Statement.
- › Promoting widely the availability of the Council's Complaint Process.

## 2 | Engagement

Even operating under the constraints of Covid-19, we still need to hear about the services people value, shaping new ones as necessary and providing feedback to providers to inform improvements to the services we currently offer.

Our Engagement Officer is leading work in this area, supporting managers to identify when and with whom we need to engage, whilst developing flexible tools to help them to do this effectively. This work will strengthen the 'feedback loop' between ourselves, the people we support and carers/families.

Engagement is a two-way process of interaction and listening, of mutual benefit, and is in many cases continuous. Therefore, our priority for this year is to seek out the views of Solihull residents before making changes or commissioning new services to improve the range and quality of provision. In particular, we will make arrangements to hear from the different communities across Solihull about the impact of Covid-19 and how we should develop our services to recover and respond in the longer term.

In addition, we will ensure the needs of Black, Asian and minority ethnic (BAME) and disabled communities are more integral to our engagement and communications. This will involve assessing language, access and interpretation needs and resources. The groups will be asked in advance what they need and the method of engagement most appropriate will be suggested and if agreeable to them deployed.

All this will assist in encouraging independent living, more easy-access contact and continuous, adaptable improvement.

## 3 | Environmental Responsibility

Climate change has been called 'the biggest global health threat of the 21st Century'. Solihull is already experiencing the effects of climate change and further projected climate changes are likely to increase risk of floods, drought and heat waves which will dramatically affect the health and well-being of citizens and put services under new pressures.

Solihull Council has declared a climate change emergency and have declared ambitions to be net carbon zero by 2030 for Solihull Council's own emissions and to be net carbon zero by 2041 for the borough's emissions.

As part of our contribution to addressing climate change, we have made Environmental Responsibility a key priority for this coming year and we are developing an approach to working together to deliver sustainable services with a 'low carbon' impact in Solihull. This approach will focus on these main areas:

- › **Sustainable Service Delivery – how we deliver services.**
- › **Sustainable Commissioning – how we commission services.**

The objectives of our strategy are:

- › To understand our carbon footprint and set sustainable targets for reduction.
- › To achieve and report on measurable reductions in carbon emissions from energy, water, transport and commissioning.

We will also work with our care providers to support them to adopt more sustainable practices and ultimately to become carbon zero.

## 4 | Carers

Every year, more of us take on a caring role; recent estimates by the Department for Health and Social Care suggest that nationally 1 in 10 of us are carers. Approximately 27,000 people report themselves as carers for people living in Solihull. The enormous contribution that carers make not only supports the people that we care for but also supports the health and social care system. It is for this reason, therefore, that carers are one of the key priority themes for Solihull Adult Care and Support over the coming year.

A short-term delivery plan has been developed for 2021-22 to focus immediately on carers as they emerge from the impact of the pandemic. It is intended to recognise the importance of carers and the support that they continue to provide and to help to support them in their caring role. Through this delivery plan, Solihull Adult Care and Support will seek to achieve the following actions:

- › Development of daytime options including respite at home and the re-opening of day services.
- › Sourcing residential care respite options where appropriate.
- › Extra Care respite / ability to trial living in Extra Care setting.
- › Increased promotion of carers' assessments and direct payments, including for those who care for people who would fund their own care.
- › Increased access to training to support carers, e.g. moving and handling, Carer UK digital resources.
- › Review of the bereavement support for carers, including support groups (through the Carers Partnership Board).
- › Improved information and advice offered to carers.
- › Promotion of carers services and support, aimed at those who may not know they are a carer.

During the coming year, work will commence to begin engaging with carers and people who provide care for loved ones in order to inform a longer-term Carers Strategy.

## 5 | Exploitation Reduction

In 2021-22 work will continue to support people who are being exploited or are at risk of being exploited within Solihull, including the delivery of the communications plan and of the capability framework.

In addition, identification of the patterns and themes of exploitation within Solihull will be supported with the implementation of a Vulnerability Tracker. By capturing information of adults and children open to the Local Authority who are being exploited, with input from key partner agencies, the aim of this data is to be able to target resources to enable disruption planning and effective service delivery.

A self-assessment tool will also be implemented where support organisations complete a self-assessment to understand what action they need to take in respect of exploitation in order to ensure their staff are able to identify those at risk and know how to make referrals to other organisations where there are concerns.

Work will also start on ensuring exploitation is considered within the contracts we commission with care providers.

## 6 | Bouncing Back from Covid - Life after the pandemic: recovery and learning to live with Covid

The last year dealing with the pandemic has been a challenging one and the effects of this will continue to be felt well into 2021 and 2022.

In all of our priorities, we recognise that we will be delivering these in an environment where we are all recovering from the effects of the pandemic. There are specific aspects where Covid has had a major impact and these will be of particular focus for Solihull Adult Care and Support, one of which being services to residents. We know that a lack of visiting in residential care settings has been a particular concern to people during the last year and has been difficult for residents living in these settings and their loved ones. We are working hard with care providers to ensure that visits can be offered in a Covid secure way.

Recognising the importance that the activities day services provide have to those who attend and the respite that the services can give to carers, we will also be working to fully reopen day services and getting back to pre-Covid capacity.

The pandemic has also greatly impacted people's confidence to access the services available to them and go into environments such as day centres and care homes. Through continuing to promote and encourage residents to get vaccinated, alongside regular testing of users and staff and social distancing and hygiene measures, we will keep people as safe as possible and encourage them to access the services available to them.

Finally, we will work with providers to help them to adjust to any changes in requirements to services and how they are delivered.



## 7 | Mental Health

The pandemic also had a big effect on peoples' mental health. Office for National Statistics (ONS) found that during the first lockdown 19% of adults reported having symptoms of depression, a rise from 10%<sup>2</sup>. This points to an increasing need and a potential backlog of accessing mental health support services.

A delivery plan has been developed for 2021-2022 and is intended to recognise that the pandemic has impacted those with mental health conditions and has increased the number of people living with mental health conditions. Through this delivery plan, Solihull Adult Care and Support will seek to achieve the following actions:

- › Development and sourcing of mental health enablement services.
- › Renewing Housing Related Support services.
- › Renewing Mental Health drop-in services.
- › Increase support for those not able to live independently through Supported Living.

During the coming year, work will commence to begin engaging with those living with mental health conditions and those who care for them in order to inform a longer-term Mental Health Strategy.

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<sup>2</sup>  
<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/coronavirusanddepressioninadultsgreatbritain/june2020>

# Glossary

## Adult Social Care / Adult Care and Support / Adult Social Services

These terms are used according to context but mean the same thing for practical purposes. They refer to the delivery of the Care Act responsibilities for older people and younger adults with disabilities, and their carers.

## Carbon Footprint

The total amount of greenhouse gases (including carbon dioxide and methane) that are generated by our actions.

## Deprivation of Liberty Safeguarding (DoLS)

The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm.

## Direct Payments

A direct payment is the amount of money that the local council pays directly to somebody for them to arrange and pay for their own care and support services.

## Enablement

Enablement means working with people to support them to do things for themselves, e.g. supporting a person to learn how to budget themselves rather than managing their money for them. Enablement services focus on life skills that will support people to return to independence and build up confidence.

## Housing Related Support

Services dedicated to supporting people with the skills to maintain housing tenancies, including management of correspondence, payment of bills and notification of repairs needed to properties.

## Reablement

Reablement is a short period of rehabilitation which usually takes place in your own home and is provided by a team of social care workers and occupational therapists to help you get back on your feet following sickness or a recent stay in hospital.

## Safeguarding

Safeguarding is how we work with people to prevent them experiencing harm from others or sometimes themselves. It includes helping people recover when they have been abused.

## Supported Living

Supported living is a service designed to help people with a wide range of support needs retain their independence by being supported in their own home.

## The Care Quality Commission (CQC)

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

## Useful Contacts

### Internal Council contacts

|   |  |
|---|--|
| Solihull Connect (working hours) – for all direct enquiries/referrals for Adult Social Care | 0121 704 8007<br><a href="https://www.solihull.gov.uk/Tell-us/Walk-in-centres">https://www.solihull.gov.uk/Tell-us/Walk-in-centres</a>   |
| Social Services (out of hours emergency)  | 0121 605 6062<br><a href="https://www.solihull.gov.uk/social-care-and-support">https://www.solihull.gov.uk/social-care-and-support</a>   |
| Main Council General Enquiries  | 0121 704 8001 / 6000<br><a href="https://www.solihull.gov.uk/Tell-us/Contact-us">https://www.solihull.gov.uk/Tell-us/Contact-us</a>  |
| Deprivation of Liberty Safeguarding (DoLS) team   | 0121 709 7113<br><a href="https://www.solihull.gov.uk/Social-care-and-support/Mental-Capacity-Act-and-DoLS">https://www.solihull.gov.uk/Social-care-and-support/Mental-Capacity-Act-and-DoLS</a> |

### Other Useful Contacts

|  |   |  |
|--|---|--|
| <b>Solihull Action through Advocacy</b>  | Solihull Action through Advocacy is an independent charity which for over 25 years has provided advocacy mainly for people with learning disabilities and/or autism.  | 0121 706 6469<br><a href="http://www.solihulladvocacy.org.uk">www.solihulladvocacy.org.uk</a>  |
| <b>Age UK Solihull</b>                   | Supporting older adults, providing information and advice, support and groups.  | 0121 704 7840<br><a href="https://www.ageuk.org.uk/solihull/">https://www.ageuk.org.uk/solihull/</a>                                   |
| <b>Alzheimer's Society Solihull</b>      | Supporting adults with a diagnosis of dementia and their families with the provision of information and advice and group-based support.   | 0333 150 3456<br><a href="https://www.alzheimers.org.uk/find-support-near-you">https://www.alzheimers.org.uk/find-support-near-you</a> |
| <b>Birmingham / Solihull MIND</b>        | Support for people living with a mental health condition.   | 0121 237 3761 /<br>0121 742 4941<br><a href="http://www.solihullmind.org.uk">http://www.solihullmind.org.uk</a>                        |
| <b>Carers Trust Solihull</b>             | To help support carers of all ages and backgrounds, through expert information and advice.  | 0121 788 1143<br><a href="https://www.solihullcarers.org/">https://www.solihullcarers.org/</a>   |
| <b>Elder Abuse Helpline</b>              | Contact number for help and information on what to do if you think a vulnerable person is being abused.   | 0808 808 8141  |
| <b>Healthwatch Solihull</b>              | An independent organisation commissioned by Solihull Council to champion the views of patients and social care users in Solihull, with the goal of making services better and improving health and wellbeing. | 0800 470 1518<br><a href="https://healthwatchsolihull.org.uk/">https://healthwatchsolihull.org.uk/</a>                                 |
| <b>The Care Quality Commission (CQC)</b> | The independent regulator of all health and social care services in England.  | 0845 015 0120<br><a href="https://www.cqc.org.uk/">https://www.cqc.org.uk/</a>   |

