

# Solihull Adult Social Care

## 5 year plan: What this means for you

2022-2027 (2025 update)



## **Why has a five-year adult social care plan been developed?**

Solihull's 'Our Offer to You' summarises what to expect from Solihull Council's Adult Social Care services. It outlines the key principles for adult social care and explains how to find more detailed information relating to your particular circumstances. 'Our Offer to You' is available [online](#).

Alongside 'Our Offer to You,' an Adult Social Care 5 Year Plan has been developed. The Plan outlines key priorities over the next 5 years and how they will be delivered, in order to ensure that people with care needs and carers are supported to live well, safely and as independently as possible. The full Adult Social Care Plan is available [online](#) and this document summarises what the plan means for Solihull residents by highlighting what it means for you, outlining the key changes, priorities, and how they will support you to live well and independently.

## **What is adult social care?**

Adult social care is support for individuals with care needs, and carers to support individuals to be safe, well and as independent as possible. Adult Social Care services include information and advice, home care, direct payments, day opportunities, supported living, extra care, and residential and nursing care homes.

The Adult Social Care Directorate is part of Solihull Council. The Directorate enables adults with care and support needs, and carers, to be safe, supported and as independent as possible.

The Directorate works in an open and honest way. This includes being respectful of people and compassionate to people's needs. This means being inclusive of cultures and needs and aiming to make sure we listen carefully to what people's views and choices are with respect to how they would like to be supported. Considering what people can do – not just what people need support with is key. This is known as the 'strengths-based approach'.

## **Adult social care in Solihull**

Adult Social Care services in Solihull are tailored to the needs of the population to ensure that support is given in the right way, at the right time.





- Solihull has around **216,245 residents**



- Solihull has slightly fewer younger adults (aged 18 – 39) compared to the national average and **more people aged 65+**



- In 2021 there were around **20,000** Solihull residents providing at least some unpaid care



- The number of people from an ethnic minority background in Solihull increased by 72% between 2011 and 2021 and this upward trend is expected to continue



- Overall, life expectancy in Solihull is **longer** than national, however there is a more than a 10-year difference, between least and most deprived areas of Solihull



- It is estimated that over **4,000** adults aged 18 or over in Solihull have a learning disability.



- It is estimated that over **5,000** Solihull adults (aged 18-64) are physically disabled.



- In 2023 around 42,800 Solihull adults (aged 18-64) were estimated to have a diagnosed mental health condition, and this is **expected to increase**



- In 2023 it was estimated that around 1,200 Solihull adults (aged 18-64) are autistic and this is also **projected to increase**



- Solihull has a higher-than-average rate of care providers who have been assessed as 'good' or 'outstanding' by the Care Quality Commission (CQC)

# Facts & Figures

All of the figures above are drawn from the Council's own data, or the most recently available information from a range of public information sources such as the national census as of June 2022. This is a summary of a wider set of information we use to help develop the right services for Solihull residents.

# Our vision

“**Making a difference  
in the right way,  
every day**”



# Our 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.

We work together as a respectful, diverse, compassionate, and inclusive group of staff and managers to achieve this.

## What does this mean for you?

- Safeguarding people from abuse and neglect is a key responsibility of the Adult Social Care Directorate. This means protecting individuals' rights to live safely, free from abuse, exploitation and neglect.
- There are significant national changes to adult social care over the next five years. The Solihull Adult Social Care 5 Year Plan commits to successfully implementing these changes whilst maintaining good quality support to enable people to be as well and as independent as possible.
- Effective involvement of Solihull residents will be used to ensure that services work well, and continually develop, for people in the Borough.
- More seamless, joined up working between adult social care and the NHS.
- Better use of new developments, including technology, to support people to live independently.

# Our working model

We provide a variety of services to support individuals to live independent and fulfilled lives. These services are outlined in the table below. We focus on what people can do independently, whilst having a clear 'offer' when support is needed. The model reflects, from left to right, how support responds to increases in need for care and support. Prevention services are generally provided by other areas of the Council or public sector, rather than the Adult Social Care Directorate.

As we implement social care reform, some of these services may change and develop.



Universal Services		Targeted Support		Specialist Support	
Prevention	Information and Advice	Early and Targeted Support	Safeguarding and Safety	Respite and Short-Term Support	Long-Term Support
<p>Services which help stop needs developing for as long as possible.</p> <p>They help us keep healthy and well.</p>	<p>Services which help us when things change. We can find information and advice to help navigate that change without the need to be referred.</p>	<p>Services here support people with specific needs to get tailored advice and support to their situation. Early assistance to prevent crisis or things getting worse.</p>	<p>Safeguarding services are there to prevent harm and abuse. They work with people to ensure they feel safe.</p>	<p>Respite is a planned break for unpaid carers. Short-term support is emergency care where a carer is suddenly unable to care e.g. due to a health issue.</p>	<p>Where people have ongoing care and support needs, long-term support works with them to help them live their life as they want to.</p>
<p>Examples include support to access good housing, community centres and groups to build local networks of support, support to access employment, and universal health services.</p>	<p>For example, our Community Advice hubs provide information and advice online, in person and over the phone. The Council website provides a range of information and advice and links to others who can help.</p>	<p>Examples include support to unpaid carers, reablement services, equipment and technology to support you at home.</p>	<p>This may be where a concern has been raised about someone's safety and services are put into place to help protect that person.</p>	<p>Examples include day care centres, home care / support visits, and respite in a residential care setting.</p>	<p>Examples include home care, extra care, supported living, direct payments, residential or nursing care.</p>
We want people to say					
<p>"I have access to a range of community support and networks, so I can live the life I want without needing to contact Adult Social Care."</p> <p>"I have access to safe housing, employment, and health services."</p>	<p>"I know where to find information and advice to help me continue to live as independently as possible."</p> <p>"I feel reassured I can speak to someone if I need to."</p>	<p>"I can access support to get my independence back if something happens."</p> <p>"I know I will be supported to build on what I can do."</p> <p>"What matters to me will shape my support."</p>	<p>"I am asked what I want as the outcomes from the safeguarding process, and these directly inform what happens."</p>	<p>"My carer needs a break sometimes, but I need to feel safe and well supported with the alternative."</p> <p>"I can take a break from caring, which supports me to be able to recharge and continue to provide support."</p>	<p>"I am in control of planning my care and support."</p> <p>"I can live the life I want and do the things that are important to me as independently as possible."</p> <p>"I know that when I provide feedback, it will be used to help things improve."</p>





The Adult Social Care Transformation Programme oversees all our projects and major changes.

Our Council Plan ambition for 2025-30 is that ‘adults are supported to maximise wellbeing and independence.’ Alongside this there is the ambition that there are ‘services that people need in the right place at the right time’. To achieve these, as well as our Directorate vision, our transformation programme co-ordinates several key work areas. For 2025-26, these include:

- **Home Improvement Agency (HIA) implementation:** Linked to facilitating home living, we will review our model of providing services to help people to repair, improve, maintain, or adapt their home to meet their changing needs to ensure a consolidated and efficient model.
- **Community Wellbeing Services:** Review the services that comprise the Community Wellbeing Services to align with our [Living Well in Solihull: Prevention Strategy 2023-2028](#). This will inform what the model and offer for the services looks like for the future.
- **Joint Carers Strategy Delivery:** Delivery of year three of our [Joint Carers Strategy 2022-27](#) and the associated plans to identify more carers in Solihull and provide suitable information and support, including early help to support the wellbeing of the carer as well as the person cared for.
- **Better Care at Home:** Development and implementation of the Better Care at Home approach which ensures the care provided in people’s homes is proportionate, focuses on strengths-based independence at home, and improves dignity and privacy.
- **Preparing for CQC:** Preparing for the Care Quality Commission (CQC) inspection of the quality and performance of Adult Social Care including striving for top quartile performance against the Adult Social Care national performance framework.
- **Digital:** Implementation of AI tools to reduce administrative hours, improve efficiency and free up time to allow better quality conversations.

Our enabling priorities run through all our activities and planned changes. The Adult Social Care Directorate has set out the following for priorities for the Directorate. These priorities will be reflected in all the work that we do, and we will refresh these priorities annually.

- 1) **Equality, Diversity, and Inclusion** – ensuring that services meet the diverse needs of residents living in the Borough and ensuring that there are systems in place and suitably skilled staff to do this.
- 2) **Responsiveness** – minimising longest waiting lists, providing timely support, and communicating in a timely way to people we support and colleagues when we say we will, and that direct care is provided with dignity and respect.
- 3) **Impactful** – making a meaningful difference through every interaction, ensuring that the support we provide leads to positive outcomes for people.
- 4) **Solutions-focused** – taking an approach where we rise to our challenges and finding solutions to resolve issues and continue to improve.

### **How will success be measured?**

Success will be measured using feedback from people receiving adult social care services, carers, and family members. Performance against national performance measures, audits of individual cases, and information from social care providers will also be used.

# Get involved

If you are interested in sharing your experiences of adult social care to further develop services for Solihull residents, visit our website, or contact:



[Get involved | Solihull Metropolitan Borough Council](#)



[Get Involved | Your Voice Solihull \(engagementhq.com\)](#)



[getinvolved@solihull.gov.uk](mailto:getinvolved@solihull.gov.uk)

**For more information, or to discuss your needs, visit our website, or contact:**



[www.solihull.gov.uk/adult-social-care](http://www.solihull.gov.uk/adult-social-care)



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