Adult Social Care

Making a Difference in the Right Way, Every Day

Our Offer to You



Solihull Metropolitan Borough Council

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This booklet is about the support we can provide for adults and carers.
Our Local Offer for children and young people with disabilities or special educational needs, and through the transition to adulthood, can be found here: https://www.solihull.gov.uk/localoffer

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1. FOREWORD

‘Our Offer to You’ explains Solihull Council’s open and transparent approach to adult social care provision and how we will support our residents to live well every day.

We will make sure that people with care and support needs and their families understand the support that is available and have realistic expectations about how this may be accessed. By having a formally agreed ‘Offer’ that is published and shared with residents and stakeholders, everyone should have a clearer understanding of the principles and approach the Council uses to deliver adult care and support services. See Further information on page 11.

Adult social care is not provided in isolation. Many people with care and support needs get help from other organisations as well. We aim to deliver our responsibilities in partnership with others, including the NHS, housing services, the police and the other people who may be involved in supporting you.

We start from the point that people are part of families and part of communities. Care and support provided by the Council should primarily be a means to help people live the lives they want with their families and friends; enjoying the best that Solihull has to offer.

The ‘Our Offer to You’ is our commitment to supporting and caring for Solihull’s people.



Councillor Tony Dicicco
Cabinet Member for
Adult Social Care & Health



Jenny Wood
Director of Adult Social Care &
Deputy Chief Executive

2. INTRODUCTION

Solihull Council provides, arranges, and funds support for individuals and works alongside a range of other people and organisations to deliver this. We can help you plan for the future and live as independently as possible, manage your everyday needs, adapt to new circumstances and stay safe from harm.

Our adult social care services provide support for people with care needs, and carers, to enable people to be safe, well and as independent 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.

'Our Offer to You' summarises what you can expect from Solihull Council's Adult Social Care services. It outlines the principles of how we work and explains how you can find more detailed information relating to your particular circumstances.

- We will support residents to have choice and control over their own health and wellbeing, enabling people to take responsibility and find solutions that work for them.
- We will continue to work closely with the strong and established community of organisations, groups and businesses that can help residents to achieve a better life. Often the best solutions will be found in the community, rather than through Council services and we will work with people to focus on building on positives in their life and how these can be supported or improved.
- Residents rightly expect what we offer to be of the best quality we can possibly achieve with available budgets, and we will continue our focus on this standard, as demand continues to grow.
- Finally, we remain absolutely committed to protecting our most vulnerable residents from neglect and abuse, and we will continue to work to ensure that everyone is valued, and everyone is safe.

3. OUR PRINCIPLES

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.

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

The core objective at the heart of our approach is to help people to achieve the things that matter to them in their life, we call this their outcomes. Our work, at every level, aims to provide support to the residents of Solihull, in the least intrusive manner possible, based on the assets, resources and abilities that are available to people.

Adopting a strengths-based approach is vital to this. It means focusing on what is important to people, and what they can do, rather than what they find difficult. All our work is guided by the following principles, whatever your circumstances, and whatever services we provide.

Living your own life - you have your own life to live and choices to make

Our aim is to support you to live a full and independent life in your home and community.

You will be supported to make use of your own strengths and abilities, support networks and other resources in your community, and we will help you to recognise and make use of these assets.

You will need the right information, which we will provide, to understand what choices are available to you, and what might be best for you.

You will need to make your own decisions about the sort of life you want to live. Often you will want to do this alongside family members or loved ones.

You will be at the centre of all decisions made about you and we will make sure you have independent support to express your views and make decisions if you need it.

We can achieve more through working in partnership with others

We work closely with many different organisations, including health, to support you to achieve what is important to you. Our partnerships within the community include a wide range of voluntary organisations, care providers, community groups and local businesses. We recognise, value and support the vital role of unpaid carers and the huge difference they make to your lives and to their communities.

We will ensure the safety and wellbeing of our most vulnerable people

We work with the organisations that have been chosen to provide services to make sure they are safe, sustainable and of the right quality. We will continually monitor and review the quality and safety of services that we commission on your behalf, and we will act promptly if there are concerns.
We will help you stay safe from harm and abuse, working alongside other organisations when we need to, and supporting you to make your own choices. This is central to everything we do.

Value for money

We aim to provide the right amount of support to meet your needs and outcomes (what you want to achieve) and we will do this in the most cost effective and proportionate way. The most cost effective, best value option is not always the cheapest or appropriate option to ensure your needs are met.

4. HELPING YOU LIVE IN A FULL AND INDEPENDENT LIFE

We aim to ensure you are supported to live a full and independent life in your local community, through:

- Providing a wide range of information and advice
- Helping you stay independent or regain independence
- Working with communities to build local support
- Ensuring a variety of accommodation options are available

Information, advice, and support

You can get accurate and up-to-date information about local resources that might be available to you or someone you know on our website (Adult Social Care (solihull.gov.uk)) or through Community Advice Hubs - see Further information on page 11.

This could include information about local services, support groups, activities in the community, housing options, benefits and money advice, or maintaining a healthy lifestyle.

This information and support is available to anyone in the Borough and may be particularly useful if you have concerns relating to disability, physical or mental health, ageing or caring responsibilities.

Helping you stay independent

If you are struggling with aspects of everyday living due to ill health, disability or after a spell in hospital, we will help you adapt to a new set of circumstances. For instance, through providing advice around equipment, home adaptations and how to complete tasks in different ways that can make things easier for you. A discussion with an occupational therapist may be helpful here via our Solihull Connect service – see Further information on page 11.

Partners across the Council, health, and the private and voluntary sector will work together to provide these services and the support to help you leave hospital, or to avoid the need to go into hospital in the first place.

When you are discharged from hospital, we will make sure support is in place, when it is needed, so you can return home safely. If this isn't possible, we will arrange for you to move to a temporary care setting, so you don't have to stay longer in hospital than you need to.

Working with communities to build local support

We work with individuals and communities, including special interest groups, faith groups, voluntary organisations and others to build local support networks, to make the most of community resources, and to identify and support people who are isolated or at risk of harm.

What support is available?

A variety of services are available to support people, based on their needs and the outcomes they want to achieve. A list of these services is below, with links to the Council website for more information.

- Information and advice through the Community Advice Hubs (see page 11)
- Support for unpaid carers, for example, respite and emotional support through the Carers' Trust
- Equipment and adaptations around the home
- Day opportunities, for example, day centres for adults with disabilities and older people
- Direct payments where people receive funding directly to organise social care services
- Home support, for example, to support with personal care and meal preparation
- Reablement support, to enable people to develop existing or learn new skills so that they are able to remain as independent as possible
- Extra care housing and supported living, where people have their own flat and there is care available on site
- Care homes including residential and nursing homes
- Safeguarding support to protect adults from abuse and neglect

All services are also available to people who fund their own care, and information and advice can also be provided for people in this situation via our Solihull Connect service.

Accommodation options

We work with different providers to help ensure that a variety of accommodation options and services are available in your community, should you need to move to more appropriate accommodation. This may include Extra Care, which is a type of 'housing with care' meaning you retain independence living in a community with others, while you're supported with tasks such as washing, dressing, going to the toilet or taking medication.

5. HELPING YOU WITH CARE AND SUPPORT

Assessing your needs

If you have on-going care and support needs, then we will provide a care and support assessment.

The assessment will help you explain your situation and what you want to achieve and think about the choices available to you. We will work with you to find your own solutions, to enable you to build on positive areas of your life and identify whether you are eligible for support provided by the Council.

We will also consider the needs and views of family members or others who support you with aspects of your everyday life. We will offer carers their own assessment and information and if appropriate, support for their needs.

The assessment might involve meeting with a social care professional at your home, but where appropriate could also be done in other ways, especially where risks around direct contact have to be minimised, such as through a telephone assessment or a video call or an online questionnaire.

The means of assessment we will offer will be based on information you and professionals already involved in your care provide to us as well as any other concerns raised, but we will be clear why we propose these options and ensure we discuss them with you or the person who supports you.

If you require independent support to help you to understand information or to express your views, we will make sure this is available for you.

In helping agree with you what support you can receive through the Council, we will use the guidance set out in the Care Act 2014 (please see Further information on page 11 for more on the Care Act). The Care Act 2014 sets out the basis for understanding how we will work out how much you may pay towards your care depending on your financial circumstances.

Your care and support plan

We will detail the solutions agreed with you in a Care and Support Plan. Where this includes financial support from the Council, your plan will include a budget agreed for your needs. This is called a personal budget.

In determining your budget, we will work with you to find the best value options that meet your assessed needs and promote your wellbeing.

We might offer a care home that meets the needs that have been agreed with you during your assessment. If you would prefer a more expensive option, and there is a third-party who is able and agrees to meet the additional costs, we can enter into a Top Up Arrangement with them.

If you would like, you can receive your budget directly into a separate bank account through a service called a Direct Payment from which you will purchase your care and support services. We will provide support to help you manage your funds when you need this.

If you choose not to receive a Direct Payment, we will arrange appropriate services on your behalf.

Reviewing your needs

We will work with you to monitor your care and support and to see if your care needs change over time.

Through reviewing your Care and Support Plan, we will discuss with you whether the Plan is working effectively, whether your needs have changed, whether more cost-effective options are available that can meet your needs (for instance through new technology), and whether your ability to make a financial contribution has changed.

This may result in changes to your Care and Support Plan and Personal Budget.

6. FURTHER INFORMATION

For further information and advice about your care and support needs, you may find it helpful to refer to the below information.

Solihull Council Website

For comprehensive information about Adult Care and Support services in Solihull, please visit the Council website: Adult Social Care (solihull.gov.uk)

Adult Social Care online self-assessment portal online assessment

Community Advice Hubs

To discuss your issues, and to find out more about services that are available to you and groups in the community, please contact the Community Advice Hubs using the contact details below.

Contact your Local Community Advice Hub for all your information needs

Contact by phone during opening hours: 0121 705 3588 Or by email: admin@solihullcommunityhub.org.uk

Walk-in appointments may be available. Please make contact using the above telephone number or email address before you visit to confirm this.

Community Advice Hubs https://www.solihull.gov.uk/social-care-andhttps://www.solihull.gov.uk/social-care-and-support/CommunityAdviceHubssupport/CommunityAdviceHubs

My Solihull Map

My Solihull Map connects you to your local community, where you can find places to go, things to do, and to actively engage in the vibrant services your local community provides: My Solihull Map

Solihull Connect is our Front Door for all direct enquiries or referrals for Adult Care and Support. Contact by phone on 0121 704 8007 or email ccadults@solihull.gov.uk

How are we doing?

Every year we report on our progress in delivering Our Offer to You through the Local Account. We value your views and always look to learn from feedback. Please let us

know about your experience of our services, whether good or bad, by contacting Solihull Connect.

Background information

The Care Act 2014 sets out the responsibilities of local authorities. Find out more at: www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-acthttps://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheetsfactsheets

The Care Act: What changed in 2015? | Age UK