Solihull Adult Social Care Local Account 2022/2023



Solihull
METROPOLITAN
BOROUGH COUNCIL

Solihull's Local Account – our annual report for Adult Social Care 2022/2023

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Foreword

2022/2023 saw local and national changes to both adult social care and its integration with health services.

We developed a 5-year Adult Social Care plan to set out our vision, ambitions and plans to deliver the best support we can for our residents to help them maintain their independence and health for as long as possible.

The Birmingham and Solihull Integrated Care Board formally replaced the Clinical Commissioning Group and health providers have organised into new collaboratives, to integrate health care delivery across different provider organisations. The Council has worked with health partners through this major reorganisation to give a strong voice to local priorities, as well as continuing to improve the integration between health and social care services, for example in the area of hospital discharge.

Vaccination booster programmes became a normal part of life, and the response to COVID became a normalised part of delivering care and support. We worked closely with the care sector to ensure that they continued to receive all the latest guidance, as well as practical support, so they were able to continue providing great services.

There was a new focus on the sustainability of the adult social care provider market, with a national Cost of Care programme, translating into local requirements to work with providers to understand reasonable costs for delivering services and produce plans to move social care provision to a more sustainable footing.

As well as progressing our Workforce Strategy and Carers' Strategy delivery plans, we developed new Day Opportunities and Dementia Strategies, the latter in partnership with the wider Integrated Care System, to continue to set a clear path to keep improving outcomes for our residents.

Keeping people safe remained one of our key responsibilities and we continued our focus on preventing harm and abuse as well as responding to reports of abuse quickly and effectively. We took opportunities to remind our partners, including the care workforce, of their responsibilities to raise safeguarding concerns when they became aware of situations indicating abuse or neglect.

This Local Account looks back at what was delivered by Adult Social Care teams through our work with the care sector and other partner organisations to help people receive the care and support they needed during another challenging year. It also looks forward to a year where there will be significant changes to the health and care system, as we see a transition into an Integrated Care System for health and care, and funding reform for adult social care takes place. We hope that you will find it an informative read.



Cllr Karen Grinsell

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



Cllr Tony Dicicco

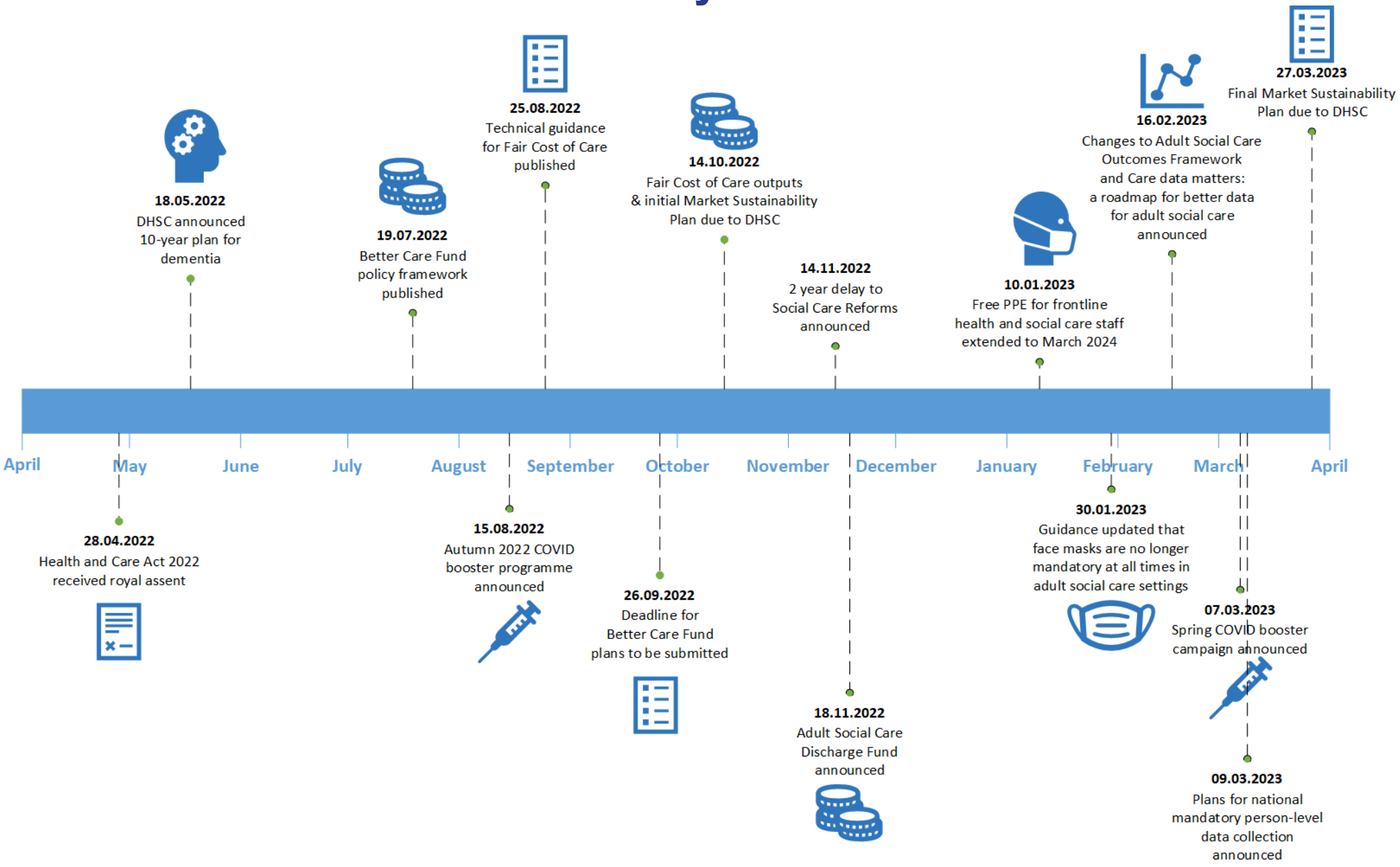
Cabinet Portfolio Holder Adult Social Care and Health



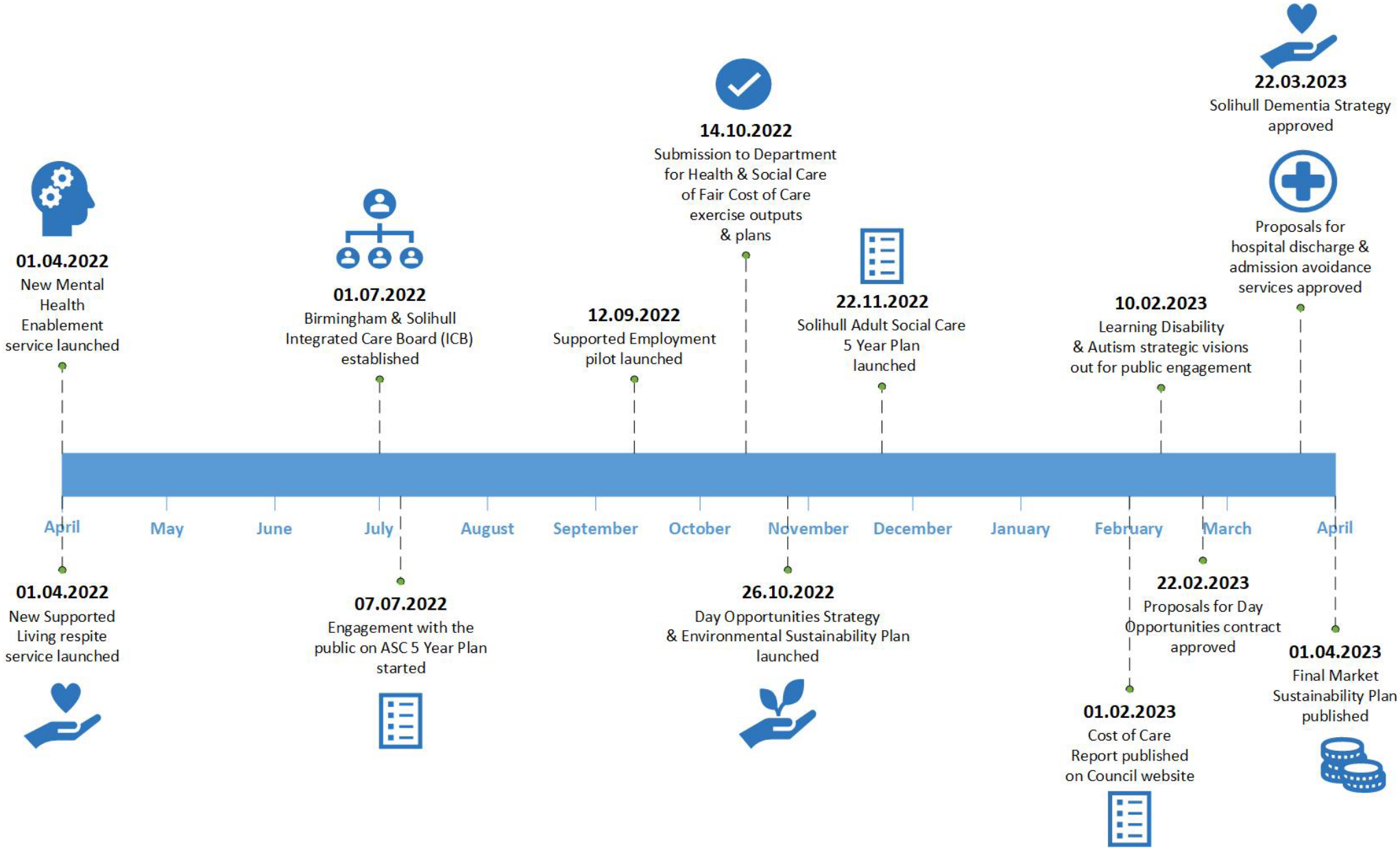
Jenny Wood

Director for Adult Social Care and Deputy Chief Executive

National context – key events from 2022/2023



Local context – key events from 2022/2023



Facts & Figures



• 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



• Nearly **5,000** adults aged 18 or over in Solihull have a learning disability



• Over **6,000** Solihull adults (aged 18-64) are physically disabled



• In 2020 around 23,500 Solihull adults (aged 18-64) were estimated to have a diagnosed mental health condition, and this is **expected to increase**



• In 2020 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)

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.

What is adult social care?

The delivery of adult social care is the responsibility of the local authority. Solihull Council has an Adult Social Care Directorate to arrange care and support services to adults in Solihull, 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 closely with our public sector partners, businesses, the voluntary sector and communities to improve the lives of the people we serve. This includes helping residents plan for the future and live as independently as possible, manage their everyday needs, adapt to new circumstances, and stay safe from harm. Our residents are at the heart of everything we do, and we always put them first.

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'.

We work together as a respectful, diverse, compassionate, and inclusive group of staff and managers to achieve this. Evidence of our progress towards this overarching purpose is demonstrated through the many interactions between our staff and people with care and support needs each day, and through a series of improvement projects aimed at constantly improving the services available and how we work to help the community.

Our vision: Making a difference in the right way, every day

As set out in 'Our Offer To You', we start from the point that people are part of families and part of communities. Care and support provided via 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.

To achieve this, our Adult Social Care 5 Year Plan was published after extensive involvement, engagement and feedback from people. This included public sessions, pop-up sessions in retail areas, engagement with community and faith organisations, general social media communications, individual communication to individuals and carers currently in receipt of support, as well as a range of involvement with key partners such as care providers and NHS organisations. The extensive feedback helped us create a plan which now underpins our ongoing work.

We focus on choice, independence, and what individuals can do. This is known as our 'strengths-based approach'. Our vision is 'making a difference in the right way, every day'. This reflects how we want to get things right first time and make a positive difference to people's lives, using our strengths-based approach alongside the skills and expertise of staff. We want to get this right every day, whilst recognising there is always room for improvement.

- 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.

Delivering our vision, purpose and 5-year plan depends on our strong leadership at all levels, robust governance and clear accountability, a committed and engaged workforce, and an outward-looking openness to challenge from partners and Solihull residents. These factors are the foundation for our organisational self-knowledge – we are confident we are “good”, “outstanding” in many areas, but also aware that we can always do better, with clear plans to drive and evaluate improvement where it is most needed. We can demonstrate how we learn from feedback, complaints and business intelligence while also celebrating and recognising what is going well.

What feedback have we received?

We continued to welcome feedback in 2022/2023 to help identify where things are working well and to highlight where improvements may be needed.

To help us understand the views and experience of people we support and carers we have a local adult social care survey which is issued following the completion of an assessment process, providing timely quantitative and qualitive feedback. Included in this, we ask people to rate the information they received, how they found the assessment process, how they felt about their worker, how involved they felt in the process, and how they felt about the services they received. This is reviewed regularly by teams and leadership to celebrate where things are working well and incorporate any learning and improvement.

People also continued to send their feedback to us through our Compliments and Complaints Team.

We received 176 compliments in 2022/2023

Here's just a few of the ones we received during the year:

"As a family we would like to thank you enormously for all your assistance with my mom's care package. We all know it has been such a trying time and it is extremely difficult to organise the care package, but you have done an amazing job. Thank you for your help the other day regarding the changes that were made without notification. This is a genuine thank you for all you do."

"Thank you so much for your support and professionalism shown to my dad and myself over the last few weeks. You are a credit to your profession."

"We just wanted to thank you for the care you gave our father before he passed away. We appreciate what a hard job it is, and your patience and care was important to him and us in his last days. Also, thank you for calling the paramedics and recognising he needed help. We are extremely grateful for the care you provided."

"Thank you so much for your sound advice, guidance, and support, it has been invaluable to me. The pandemic has made life more difficult for us all and I am so glad you found mum a safe placement so quickly. Mum has remained settled and is doing very well. You have always been so bright and cheerful. It has been a pleasure to have known you even just via our telephone conversations"

“I am phoning to say how delighted I have been with this wonderful service and the ladies who have been to see me. I have really, really moved on and I would just like to give my compliments for their kindness and for all the help and support, you have a wonderful team. I would just like to say a very, very big thank you… it has been wonderful and thank you for listening to me.
Any questions I wanted to ask or things I wanted to find out, nothing was too much bother, and they were absolutely lovely and if it weren’t for all the rules and regulations, I could have hug each one of them - please give them a virtual hug and a big thank you.”

We received 46 complaints about adult social care functions compared to 33 complaints in the previous year.

This is a complaint rate of 0.8% out of all who were involved with Solihull adult social care in 2022/2023.

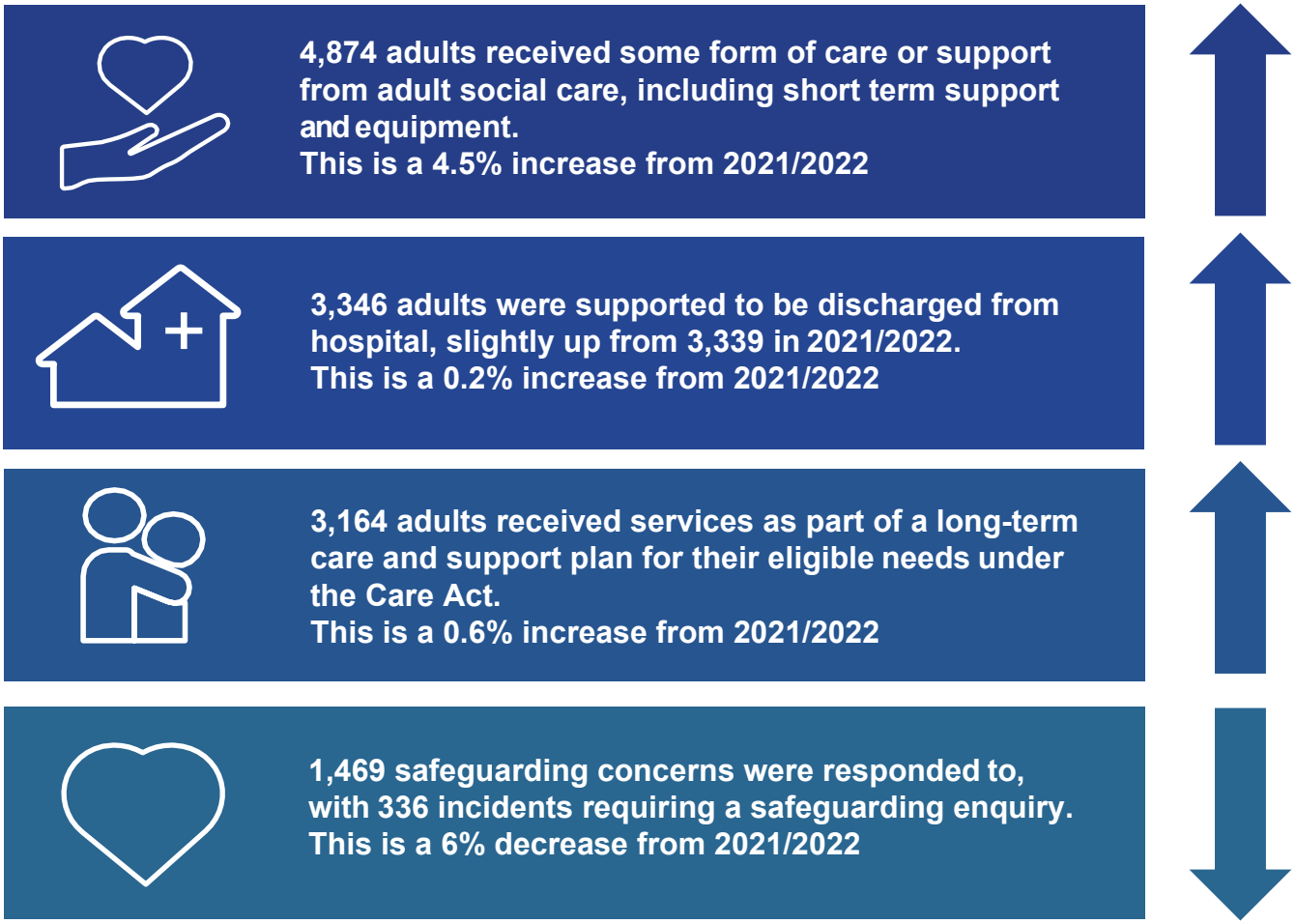
This also continues to be lower than the level of complaints received before the COVID pandemic.

In addition, the majority of the complaints we received in 2022/2023 related to the way that communication was managed. There is a learning process in place for all complaints to ensure that quality improves.

Who did we support during 2022/2023

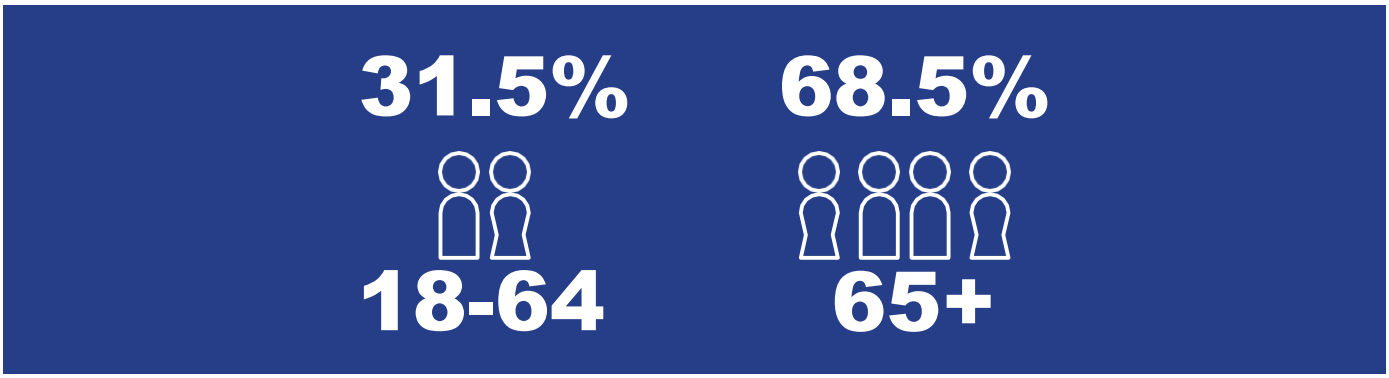
There were 13,286 individual contacts with adult social care, an increase of 7% on last year. Of these, 5,887 adults approached Solihull Council for the first time for support, a 16.5% increase on the previous year.

Most people who approach for support are helped with information, advice, and signposting to community support.



Solihull has a higher percentage of people aged 65+ compared to other parts of the country and it is projected to be the fastest growing group over the next ten years. Life expectancy in Solihull is around a year longer than the England average, and the highest in the West Midlands for women and the second highest for men. Safeguarding concern levels fluctuate, and therefore no conclusions should be drawn from the decrease in concerns raised.

What do we know about those who received care and support?





The three biggest ethnic groups were:

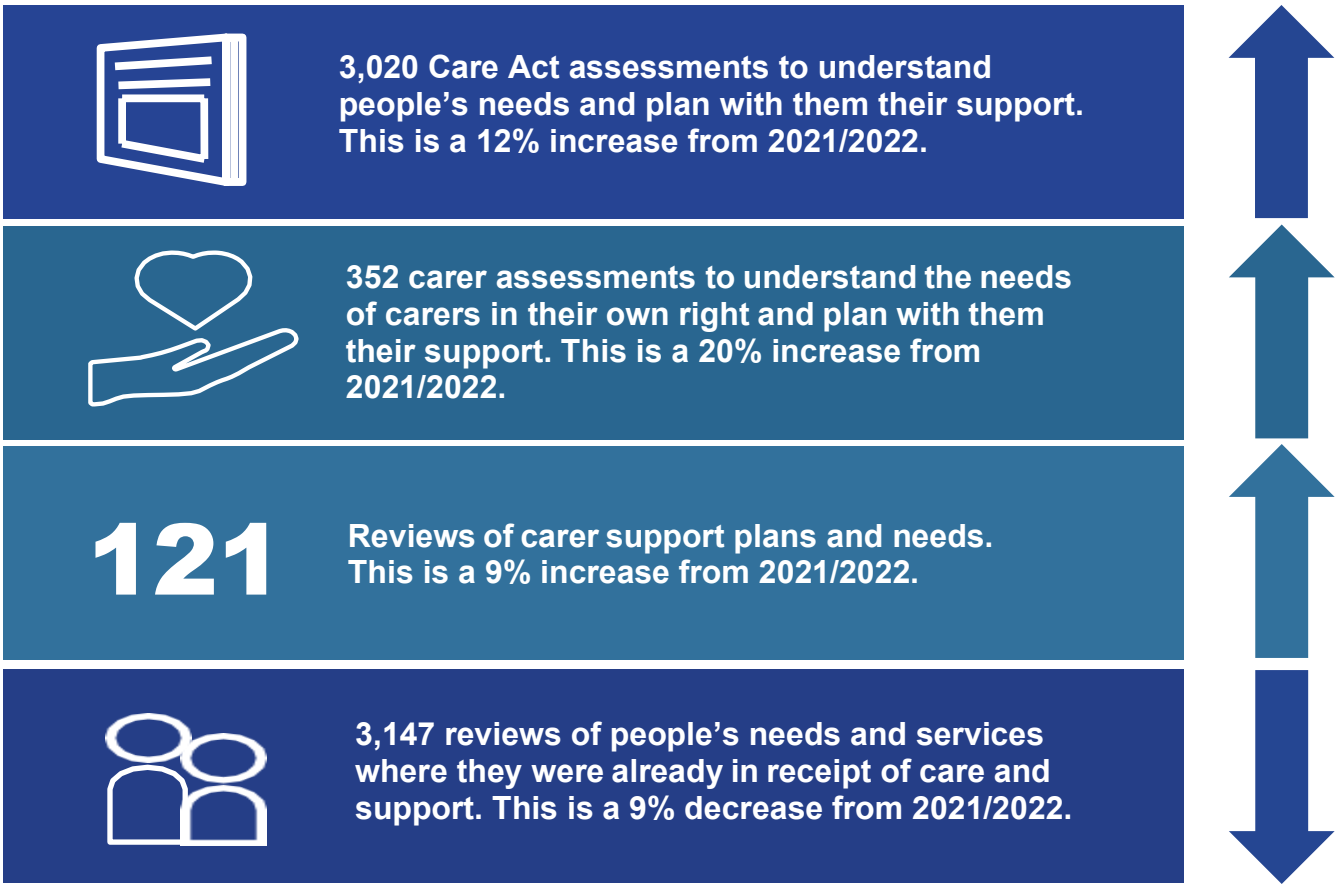
White – 87%

Asian – 4.4 %

Black – 2.5%

What kinds of support did they receive?

In order to understand people's needs and plan their services, we conducted:



With the population of over 65 year-olds increasing and projected to continue to increase over the next ten years, we will need to adapt to these changes in demand. Our approach of supporting individuals to be as independent as possible and recognising people's abilities and support networks is the foundation for this.

During 2022/2023 we continued our approach of bringing in light touch assessments for those being discharged from hospital when it is safe to do so into short term reabling services and increased our use of those services. People only then had a full Care Act assessment where they would need long term support. Light touch assessments allow people to be discharged from hospital as soon as they are able to in a safe and timely manner reducing time spent in hospital unnecessarily.

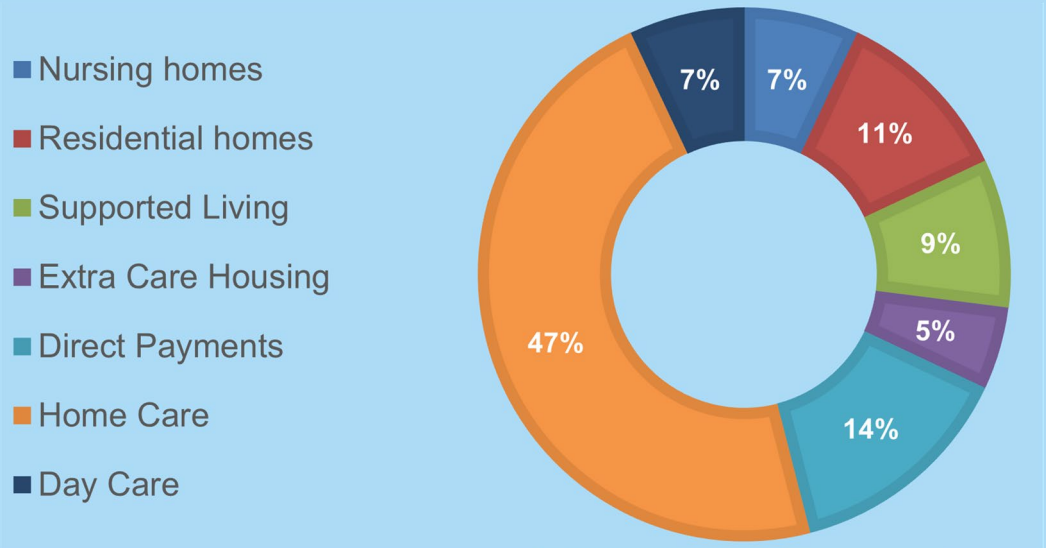


The number of safeguarding concerns received in 2022/2023 is almost identical to 2021/2022. Work also continued in 2022/2023 to offer training and support to staff to ensure that full enquiries were completed where appropriate.

For those who received long-term care and support, what type of support did they receive?

In 2022/2023, 54% of support provided was in the community and 32% in a residential setting with 14% of people receiving long-term support in the form of a direct payment. We support people to move to supported living or extra care housing where this would provide an opportunity to maintain their independence, as well as benefiting from on-site support and being part of a community.

Long-term social care support provided in 2022/2023 for Solihull adults



As well as long term support, over 36,000 pieces of equipment were issued to support over 11,000 residents to maximise their independence, with 89% of equipment collected back if no longer needed was recycled to be reissued.

The most significant improvement has been relating to access to reablement, with 0.4% of people offered reablement on discharge from hospital in 2021/2022, compared to 3.4% in 2022/2023. This has resulted from a programme of work to enhance reablement services, and to record all individuals receiving reablement in this measure.

What did we spend on adult social care in 2022/2023?

£117.8 million total spend

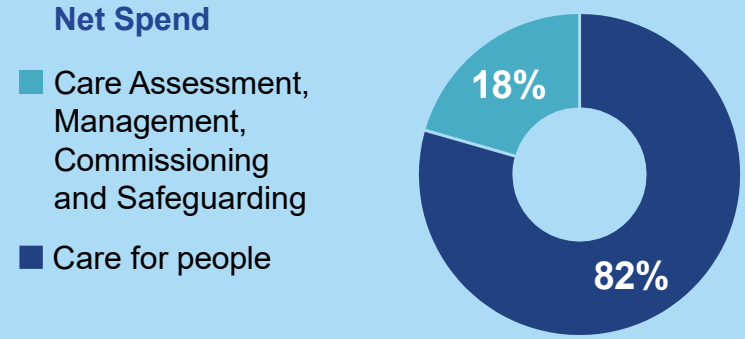
Including spend on care, assessments, staffing, commissioning, and safeguarding.

How was this funded?

£64.1 million from mainstream council funding, with the rest met by £53.7 million of specific grants, contributions from health bodies and contributions from individuals towards the cost of their own care.

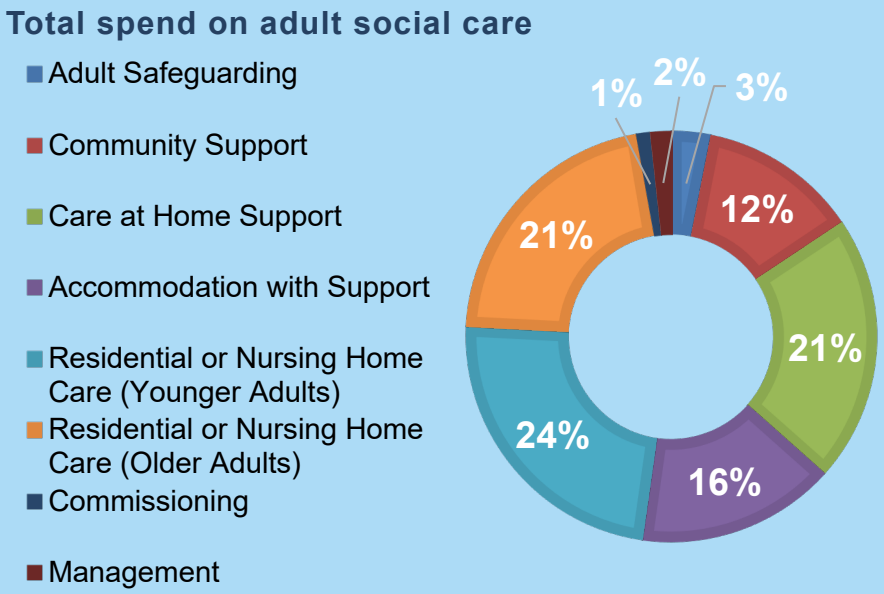
How was the funding used?

The majority of the spend on adult social care is spent directly on care for those who need it. The remainder is spent on employing social workers and occupational therapists and delivering information and advice services.



What support did that fund?

Over half of the total spend on adult social care goes on residential and nursing care, and housing with care because these services are more intensive levels of care and support.



How do we know we are doing well?

Our strengths based approach

Following an exploration of our practice model, supported by the Social Care Institute in Excellence (SCIE), the Council has developed a 'Strengths Based Practice Framework' for adult social care. This framework was co-produced with staff from across the Adult Social Care Directorate and Experts by Experience. The framework sets out how staff operate, the tools they use and the support available in order to deliver positive outcomes for adults with care needs and their carers. It can be applied to every area of work for the Adult Social Care Directorate, including social work practice, occupational therapy, commissioning, and our leadership team. It brings together all our progress and learning to support us in using a strengths-based approach. The framework supports our staff to work in a way that enables the wellbeing of individuals and that builds upon their strengths and existing support to achieve independence and meet their social care needs.

Work has been undertaken with people in receipt of services, carers, and providers to develop new models of delivery for care at home, which is based on the strengths-based approach. Programmes to make better use of assistive technology and digital tools have also been introduced to support individuals and carers. Working with our colleagues in the Stronger Communities team will also ensure that we make the most of what's out there in the community while promoting the wellbeing and independence of individuals.

In the same way that social care is constantly evolving, so too will the Strengths Based Practice Framework. It will change as our approach develops, with feedback from the people that we support, and staff being used to further this ongoing development.

Quality Assurance approach

We have established a 'Quality Assurance Framework' that sets out the approach we will take to ensure consistent high-performance standards and quality across the Adult Social Care Directorate. It is a framework that brings together all the key assurance and governance processes in place to support the delivery of the Adult Social Care 5 Year Plan.

Fundamental to this framework is the Performance Improvement Board chaired by the Director for Adult Social Care to ensure accountability for the delivery of key performance targets and improvement plans. Deep dives into key performance areas are also undertaken through a quality assurance board to offer positive challenge and support with the development of action plans.

To track this journey of continuous improvement, performance benchmarking data is used to monitor plans to become a top quartile performing authority at the national level. We will use independent case auditors to check the quality of our work.

Quality oversight of our care providers

As at March 2023, 89% of all Solihull care providers rated by CQC were Good or Outstanding. This includes 88% of residential and nursing care providers who have been rated by CQC as either Good or Outstanding, and 90% of registered community care providers. This compares favourably with the national and regional picture and reflects the work that Solihull has done to support providers to improve their quality provision.

We have a dedicated Quality Team in Commissioning who visit providers, provide support and advice and put in place improvement plans where needed. Providers have appreciated the Council's constructive approach to provider support, and our managed approach to supporting people to find replacement care where providers fail to make improvements.

What did we deliver during 2022/2023?

We have grouped our key achievements under four areas:

- **People and communities** –where we have made progress in how we work with local people and communities.
- **Supporting care quality** – achievements here support giving people good care.
- **Working with partners** – progress in how we work with others, including health, to deliver better services.
- **Accelerating improvements** – how we are making positive changes to services.

People and communities

Engagement

2022/2023 saw the introduction of the adult social care involvement approach, outlined in 'Get Involved: A Shared Approach to Adult Social Care in Solihull'. People's everyday experiences of adult social care services can be used to make those services better. Involving local people and groups in designing and improving services gives us all a deeper understanding of how well our services are working and what needs to improve.

Significant engagement exercises have been undertaken during 2022/2023, including a large-scale engagement exercise to inform the 5 Year Adult Social Care Plan. These engagement exercises have positively impacted on performance.

We also engaged with the public on several long-term plans for Solihull Adult Social Care, including our Carers' Strategy for children and adults, joint Dementia Strategy and joint Learning Disabilities and Autism Strategic Visions (with Birmingham and Solihull Integrated Care Board and Birmingham City Council), as well as several key service developments including our hospital discharge and admission avoidance services and our Care at Home services. We wanted to hear from people, particularly those currently accessing services, on how they feel about the services they receive and what they might want to see in the future. We did this through a number of channels, including workshop sessions held either face to face or via video conference, paper and digital surveys, as well as web pages. This engagement with people is supported by the regular surveys that are sent out to people after they have received a service to ask about their experience.

We also engaged with social care service providers on our Workforce Strategy, service contracts for Care at Home, hospital discharge and admission avoidance services and Day Services as well as changes to our reablement services, and the fair cost of care exercise we were requested to carry out by government. Similarly, these engagement activities were also carried out through various channels including surveys, webinars, and workshops both face to face and via videoconference.

Underpinning our activities is the directorate's Engagement and Communications Plan and our 'Get Involved' approach, which will become more prominent as more people with lived experience become part of the development of our services.

Carers' Strategy

In Solihull, many of our residents are providing unpaid care to a loved one. Without that support the person may not be able to remain in their own home or in the community. We recognise the vital role of carers in the borough, and have this year developed a Carers' Strategy to support those who support others.

The Carers' Strategy 2022-27 was developed in partnership with carers of all ages from across the borough. The strategy brings together the local authority, NHS and local carers' groups and commits the Council and our health partners to a range of actions to improve the lives of carers in Solihull.

Through working with carers, we identified the following areas as priorities for the strategy:

Identification	Not enough people understand what a carer is, and many don't realise they are a carer. We need to help identify as many carers as possible
Information	Some carers told us that they can't find the information they need to support them. We need to provide information that reaches **all** carers.
Respite/Short Breaks	Fewer people had respite care for their loved ones during the pandemic, and many say they need more respite care (short breaks). We need to increase access and availability.
Wellbeing	Carers have been through an intensely stressful period. As we emerge from the pandemic, we must support all carers' mental and physical health.
Digital	Many of our carers don't have the digital skills or equipment that could help them. We need to ensure all carers, from under 16s to over-80s can benefit from technology.

Within the strategy there is an action plan arranged around these 5 key areas, and we will be working to implement these actions over the coming year.

In addition to the development of the strategy we ran a successful pilot for a new respite service for carers of people with learning disabilities. The service, based at Dassett Road, offers a supported living environment, where residents have their own flat but there are staff on site to help and encourage people where needed. The service gives carers a break and their loved one a chance to try out independent living, as well as having a chance to make some new friends and enjoy activities.

When we first launched the service, many people just wanted to come for one night, to 'try it out' as they were unsure about being away from home. However, this quickly developed into longer stays, with almost everyone wanting repeated return visits and the flat having been fully booked several months in advance. Carers reported that not only had they had a break, but that their loved one had really benefitted from their time at Dassett Road, and for some people it has encouraged them to seek to move into a supported living placement permanently. The service has proved so popular, we have extended it for another three years.

Adapting your home

The Council continues to assess and support people to remain living at home where they face difficulties associated with disability, frailty, or long-term health conditions. The Housing Assistance Policy was introduced in late 2021 and continued to be accessed throughout 2022/2023, giving flexible support to people who face financial difficulties around means-testing, or where costs of adapting their home went higher than building works' cost limits. This work all supports options and opportunities so that residents are able to make the changes to their homes which make them safe and enables access to the facilities everyone relies on to perform daily activities, such as to be able to bathe or shower, use the toilet safely and access gardens safely.

During 2022/2023 we increased our staff assessment capacity to deal with new cases coming in and also made changes to internal systems to make them more streamlined and effective. Planned work in 2023/2024 will further increase flexibility within the Housing Assistance Policy. There is also additional publicity and advertising planned to ensure that accessing this support is more widely known. This will build on successful changes made in 2022 to the Council and Solihull Community Housing (who carry out adaptations on behalf of the Council) websites which saw increased numbers of people viewing this information.

Enablement

During 2022/2023, the Mental Health Enablement Service, which was launched in April 2022 and is delivered by Mental Health Matters, has continued to develop. The service supports people with social care needs relating to their mental health to define what they want to achieve in their mental health recovery. This includes working with individuals to manage their domestic tasks, support them to return to work, and to build a network of friends around them.

Mr A's* story

Mr A was placed in care accommodation at age 13 with his sisters due to concerns about neglect and was later admitted to a secure mental health unit because of self-harming. He has experienced many bereavements including his mother (whom he was very close to despite historic safeguarding concerns), father and two of his brothers.

Mr A, now living in his own flat, hoarded rubbish and then becomes overwhelmed by this. He would not go out because of social anxiety and agoraphobia. Mr A would not cook for himself and would just order takeaways, rubbish from which would be strewn over his flat.

Mr A was referred to Enablement, but things didn't start too well. He started off expecting the Enablement support worker to do everything for him and it wasn't clear that Mr A really wanted to change. The consistent and encouraging approach from Enablement and his social worker to motivate Mr A started to pay dividends and Mr A started to work with his support worker to firstly declutter and clean his kitchen. He even began cleaning his kitchen on his own and seemed pleased to show off the progress he was making.

Mr A has been supported to develop his cooking skills and has been supported to complete his shopping online so he can do this independently. His home environment has improved to the extent that his nephew was recently able to visit. Mr A is still working with Enablement, learning to go to the shops and he has also managed to go out for a family meal for his nephew's birthday.

**All case studies are anonymised, unless the person has consented to be featured*

Supporting care quality

Home First developments

The Home Discharge Service (HDS) provided by Nationwide Care Services supports people to go straight home from hospital, with care and support, alongside continued health support (for example physiotherapy or community nursing) whilst they continue their recovery. Over the last year, the service has strengthened its reablement focus. This has meant working with the Council's Reablement team to identify goals for improved independence and putting in support which helps people to gradually build back their strength and abilities. This gives everyone the best chance of regaining their independence as far as possible following inpatient treatment.

The Early Response Service (ERS) provided by Universal Care Services continued to build on supporting people to remain at home by providing prompt support to prevent a crisis which could have resulted in an unnecessary hospital admission. The service has been expanded to include emergency 72 hour wrap around service that can be accessed when a carer requires urgent unplanned hospital admission. This is important where people need someone in the house at all times to ensure their safety and prevent emergency admission either to hospital or to a care home, when there is an opportunity to continue to support them to remain in their home.

Delivery of Workforce Strategy: Great Care, Great Careers

Last year the Council approved a new 5-year workforce strategy for adult social care, called 'Great Care, Great Careers'. The aim of this strategy is to support the adult social care market in Solihull with recruiting, developing, and retaining a skilled workforce.

We developed the actions in the strategy by working with care providers to understand the key challenges they face, and these have formed the three themes for the strategy:

- Being valued – We want care work to be recognised as a worthwhile and rewarding career, for the personal qualities and professional skills each person brings to their daily work, with this reflected in pay and career progression.
- Recruitment support – We aim to support providers to recruit, develop and retain enough people to form a skilled workforce, opening up job opportunities for people in need of work who may not have considered care work or felt equipped for it.
- Transport solutions – providing care at home is a large part of the social care sector and mobile carers are essential for this. We are therefore promoting access to sustainable and environmentally friendly travel options, with some success already coming through innovative ideas.

This year, we have made positive progress on all our three key areas of work, with a combination of short-term initiatives, as well as longer-term development work:

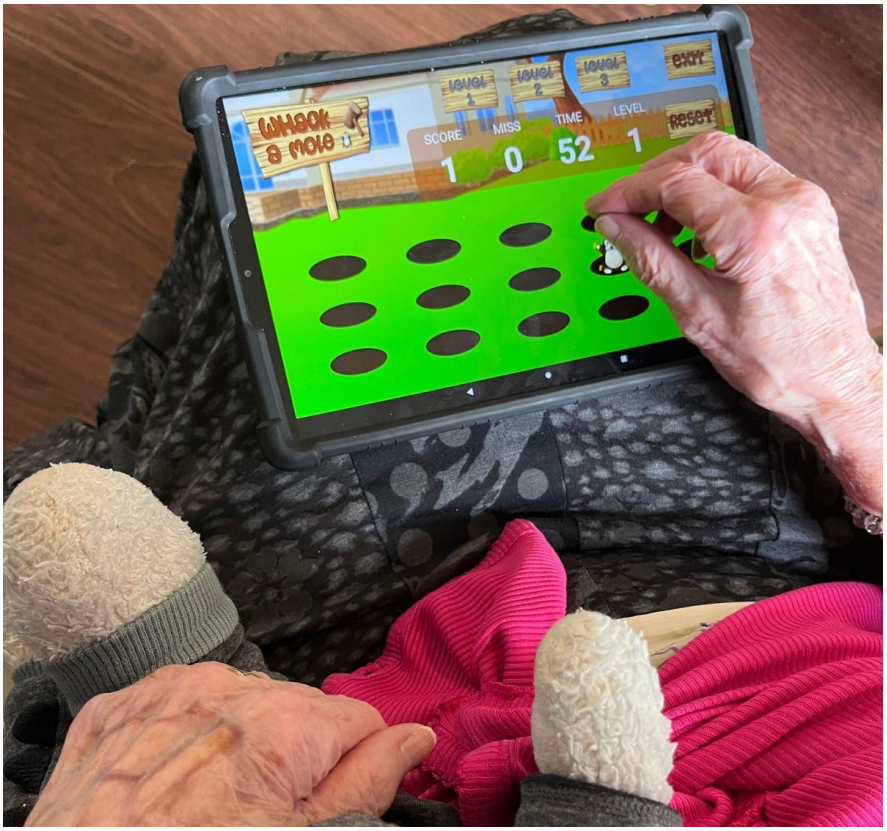
- £50 vouchers were given to all care staff in the borough at Christmas as a small 'thank you', using funding from a government grant.
- Blue light cards were offered to staff using health and wellbeing funding from the ICS.
- A further range of discounts was collated, and in some cases negotiated by the Council, this was advertised in the provider bulletin, and is now available on the Council website.
- Through grant funding the Council was able to fund 3 electric/hybrid vehicles to support the care workforce.
- The electric moped trial has begun successfully with one provider taking it on (another soon

to follow). The provider has found it saves significant time in traffic and is easy to charge.

- We have developed research into group transport for home care workers. This is challenging as there are 21,000 journeys a week for home care, all scheduled on tight timescales.
- The Employment and Skills team continue to support people into social care roles and although they are governed by funding restrictions, they have still managed to get 6 people into care roles.
- We have built a strong relationship with Solihull College and the local universities and have developed a programme of placements in social care. Alongside increasing the number of health and social care students in placements, we have facilitated the introduction of allied health professional students into care settings, with speech and language therapy students and physiotherapy students taking up placements within care homes.
- On 7th March we held a recruitment event at Solihull College. This was led by the West Midlands Care Association as part of the Job Match service but was jointly organised with Solihull College and Solihull Council. The event was advertised through our respective websites and a social media campaign and was extremely well attended. 25 Solihull providers attended on the day along with 186 jobseekers. Of these 186, 47 were health and social care students.

RITA

Some care homes in Solihull have been testing out a new support tool called RITA (Reminiscence Interactive Therapy Activities). This is a blend of entertainment and therapy using interactive screens, like iPads. Using the screens helps people to recall and share events from their past, for example, by listening to music, watching news reports of significant historical events, playing games, or watching films.



Staff in a care home talk about the impact of using RITA with their residents:

> "Mr B has been a Christian his whole life. Since being diagnosed with dementia, his family say he has become more isolated from his church community due to his reduced mobility and lack of confidence. Mr B is now using the RITA to access church services when he wants. This has improved his mood, and he is now interacting more with other activities in the home and is less isolated.
>
> "Ms C can be unsettled, tends to walk with purpose and gather items from around the home. She enjoys playing the games on the RITA and once engaged with a game will settle for a long period of time.
>
> "Mr R can be agitated and frustrated and at these times he can appear very angry. We have found that he likes to look at old photos on the RITA. He will sit and tell a story to each one. This activity can calm him when he is agitated."

Working with partners

Integrated Care System development and Place

We have worked with the new Integrated Care Board (ICB) in the development of the Birmingham and Solihull (BSOL) Integrated Care System (ICS). This work has ensured that there is a shared and clear understanding of Solihull as a place with different challenges and strengths to Birmingham and the need to ensure the health and social care system locally meets those local needs.

The Solihull Place Committee, chaired by Solihull Council's Chief Executive, is the key multi-agency forum and the local delivery vehicle for the BSOL ICS, taking responsibility for delegated functions and budgets to support joined up decision making about how we best support our residents across their health and social care needs.

The priorities for the Solihull Place Committee are:

- Integrated Community Services
- Improving prevention and early intervention
- Improving mental health (all age)
- Reducing health inequalities
- Establishing a Community and Wellbeing hub at Kingshurst
- Delivering the Primary Care Strategy

The Solihull Place Committee have recently approved the development of a Solihull Place Commissioning Group to progress collaborative strategic planning and commissioning arrangements between the ICB and the Council.

Dementia Strategy

In Solihull, with our older population increasing, the rates of dementia in the borough are likely to increase significantly too. Dementia is a life-limiting condition, which can affect the whole family and community. In Solihull we are committed to supporting people with dementia and their carers, and this year we worked in partnership with Birmingham City Council and NHS colleagues to

create a 5-year Dementia Strategy for the whole of Birmingham and Solihull.

The strategy was shaped by the priorities and views of people with dementia, their carers, and health and social care professionals who were all engaged as part of the strategy's development. In the summer of 2022, there was a period of engagement where we held focus groups and events and carried out surveys to understand what was important for people affected by dementia.

The strategy sets out four key priorities:

1. **Information** which focuses on prevention of dementia, early intervention, and support.
2. **Access** to a timely diagnosis with support before and after.
3. **Supporting** people with dementia, their loved ones, carers, and communities to prevent crisis.
4. **Improving** the quality of personalised care and support planning for people with dementia, including planning for the end of life.

The strategy also contains an action plan, outlining what health and social care partners will commit to deliver over the next five years to improve all aspects of the dementia journey, from prevention and early diagnosis to treatment and support to live well, through to considerations for those at the end of life. In Solihull, we will be promoting a 'healthy brain campaign' and work in partnership with the Alzheimer's Society to offer services and support to those who need them- such as our 'singing for the brain' choirs and dementia navigator's service.

Please refer back to our 'Supporting care quality' section to read how Home First developments also supported working with partners.

Accelerating improvements

Managing reform

CQC Inspections

Inspections for local authorities with adult social care responsibilities by the Care Quality Commission (CQC) is being introduced from April 2023 under the new Care Quality Commission Assessment Framework for adult social care.

We are continuing to progress with our preparations against the standards and expectations of the new draft framework. To support our preparations we invited regional colleagues, supported by West Midlands Association of Directors of Adult Social Services, to undertake a peer review of our practice in November 2022 and our CQC readiness in March 2023.

The feedback and learning from the peer reviews, alongside our ongoing self-assessment process and self-identified areas of continuous improvement, inform our action plan and focus for inspection preparation.

We continue to monitor and learn from the outcomes and identify opportunities for improvement.

Market Sustainability and Fair Cost of Care Fund

In response to the implementation of the government's Market Sustainability and Fair Cost of Care Fund (the Fund) the Council undertook a Fair Cost of Care exercise with our local adult social care market to arrive at a shared understanding with adult social care providers of the cost of providing care in Solihull.

On 14th October 2022, following completion of the exercise, we submitted our Cost of Care reports for care at home and residential care and our Market Sustainability Plan to the Department of Health and Social Care.

The 2022 to 2023 funding allocation for Solihull from the Fund has been prioritised for care at home, to support both the national and local priorities of supporting people to live independently at home for as long as possible and to help address the particular local workforce challenges and enable timely hospital discharges.

Supported employment



Odette, Gwyn and Sasha from the Day Opportunities team

The Council works to support people with learning disabilities into work, working with partners identifying people who would benefit from positive and well-suited employment opportunities and then taking this forward appropriately into jobs. Together, they have worked to prepare people for work and support them with activities around time keeping, developing CV's and attending interviews, supporting social skills and using transport independently. Wider work has been undertaken to link with local employers and schemes to make work opportunities available and ensure there is support for both the employee and employer as they both approach a new experience, and the Council has led by example by creating new internships.

Gwyn's story
Gwyn started work with the Council's Day Opportunities team and undertook hands-on training in the kitchen at one of our day opportunities centres. After overcoming some initial challenges together, both Gwyn and the team have found it to be hugely rewarding. Gwyn said "After losing my parents, I needed to get on with life the best I can. This opportunity has given me a sense of purpose and the motivation to get up every day. It makes me feel good about myself. I feel more confident and independent now. Having this work experience on the CV will show employers that I am capable of paid jobs. I am completing a Level 1 Food Hygiene course in July, and I may progress with Level 2 courses. I am also looking into finding a catering role at schools after this role".

Environmental sustainability

Environmental sustainability is one of the four enabling priorities for Solihull Adult Social Care, and the revised ASC Environmental Sustainability Plan 2022 to 2027 outlines our approach to working together to deliver sustainable services with a low carbon impact in Solihull.

We continue to see the environmental benefits from home working arrangements and on-line meetings, reducing the environmental impact of home to work travel as well as travel journeys to attend internal and external meetings. There has been a 65% reduction in business miles from 223k miles in 2018/2019 to 78k miles in 2022/2023.

During 2022/2023 our Community Equipment Service processed 19,190 (88%) items of returned equipment for reuse, a 1% increase in the percentage recycled from 2021/2022.

We are replacing the vehicles used by our internal residential small homes with electric vehicles and we anticipate that the first vehicles will be in operation from August 2023.

To support increased recycling, we have improved the recycling facilities for staff within our offices including the introduction of food recycling facilities. Additionally, we have amended our waste collection contracts to incorporate cardboard recycling collections at two locations diverting waste from landfill.

In consideration of the environmental impacts and benefits within our commissioning activities our tender processes ask providers to demonstrate how they will reduce the environmental impact of their services over the life of the contract.

Through our Workforce Strategy: Great Care, Great Careers, we are also progressing with arrangements for pilots of electric bikes and mopeds for the home care workforce.

Our priorities for 2023/2024

Looking ahead to 2023/2024, we have a number of priorities for development as well as continuing to deliver existing services and support. These are grouped in the same four themes as our achievements.

These build on the four high level priorities in the Adult Social Care 5 Year Plan and give some more detail to the changes people will see.

People and communities

Get Involved and engagement

Building on the work we have done to increase engagement with people who access care and support, their families, and the care market, in 2022/2023 we will launch our Get Involved engagement online platform. This will enable people to register their interest in feeding into changes in adult social care, and to see any live engagements and consultations. This will give new options for people to get involved in the development of and feedback on services.

Recognising that digital engagement does not suit everyone, we will continue to make sure that opportunities are advertised in libraries, through community groups and through word of mouth to make sure people are invited to be part of discussions on changes that may impact them or those they care about.

We will develop more lived experience networks and panels, including a new Autism Partnership Board, to increase the number and diversity of voices feeding into what we do. There will be increased co-production with people who use and provide services from all sectors.

Preparing for later life

In order to support people to maintain their independence, we will organise events to bring together key agencies to support ageing well. These will provide a drop-in space for residents to discuss:

- finances and planning.
- housing choices - adaptations, right-sizing and how housing can keep you well.
- looking after your health and wellbeing.
- support for carers.
- technology and care choices.

Learning Disability and Autism Strategic Visions

Alongside Birmingham and Solihull Integrated Care Board and Birmingham City Council, we will launch strategic visions and associated delivery plans to drive forward improvements to support for people with learning disabilities and autistic people across the local health and care system.

This work will set out the clear actions being taken across the local health and care system to improve the lives of people with learning disabilities and autistic people in the borough.

Supporting care quality

Care at Home

Supporting people in their own homes is a key priority for Council. The Care at Home contracts provide workers to go into people's home and support them with activities such as washing, dressing, preparing food and drink and using the toilet. These services are fundamental to giving people dignity and supporting them to stay in their own home for as long as possible.

During 2023/2024 the Council will be reviewing and seeking providers to deliver this service from 2024 onwards. The aim is to ensure sufficient supply of care workers to support our ageing population, and to ensure these services are resilient for the future. These new services will then be in place for April 2024.

Home First

Our Home First services support people to regain as much independence as possible following a stay in hospital.

During 2023/2024 we will be commissioning new contracts for these services, to support people to return straight home with support and to support people to have a temporary stay in a residential setting where they need more intensive support before they can hopefully return home.

We will be seeking to increase the reabling input into both of these services to ensure that every chance to maximise someone's ability to return home and to regain their confidence and independence is taken.

Day Opportunities

As part of the Solihull Day Opportunities Strategy 2022-2027 we will be seeking providers of day opportunities for adults of all ages to work with the Council to deliver an increasingly personalised offer of activities for our residents, working to a clear set of quality standards. This will improve our assurance of the quality of the offer, and we will continue to work with those providers to ensure that the offer reflects the diversity and requirements of our local population.

Working with partners

Home First Programme

The national 'Hospital Discharge and Community Support Guidance' (updated 1 July 2023) outlines how National Health Service (NHS) bodies and local authorities should plan and deliver hospital discharge and recovery services from acute and community hospitals. The Guidance reiterates the importance of adopting a 'home first' approach to ensure that individuals being discharged from hospital are supported to return home (to their usual place of residence) wherever possible.

Through the Solihull Home First Programme, the Council will work with colleagues across the Integrated Care System to try to improve the processes for supporting people through hospital discharge to home wherever possible, and improving the integration of the services which support people when they are discharged. This includes working to create a single transfer of care team, improving the timeliness of discharges and the commissioning of services which enable discharge, as set out in the section above.

Working with providers

Adult social care commissioners view care market providers as partners. We aim to work respectfully with business owners and organisations to help them to shape their service offers to be of the highest standard to meet local expectations. We aim to support them to be good employers and to be a thriving part of our local economy through offering support to be resilient and adapt to changes in demand for services.

A key element of our work is to enable services to be of reliable quality, enabling providers to tackle areas where they are struggling to maintain standards and to deliver shared learning from those striving to move from Good to Outstanding in their CQC rating. We have two key forums through which we will be working with providers:

- The Market Engagement Forum is organised by commissioners and meets virtually on a quarterly basis, with the fourth meeting being an annual provider conference to be arranged face to face. The focus of this group is on matters of strategic significance to assist providers in their business planning and link to discussions with the wider ICS on opportunities to play an active part in the formal health and care system.
- The Solihull Care Market and Quality Forum continues to meet bi-monthly. The agenda and terms of reference for this group have been developed and agreed with providers outlining the purpose of the forum, with speakers and information sharing arranged accordingly.

Accelerating improvements

Equality, Diversity and Inclusion

In Solihull, our strengths-based approach outlines how, through personalisation of services and ensuring the dignity and respect of the person is maintained, we meet the needs of cultural groups. Additionally, where specified in the referral or social care assessment, Brokerage will source packages of care that meet the cultural needs of the person. The delivery of this is monitored both through the Quality team and the contract monitoring arrangements.

As part of quality assurance processes, Care Quality Monitoring Officers will ask questions about how an individual's cultural needs are being met, this can include skincare, haircare, meals, religious observance, and other cultural practices.

We also work closely with colleagues in Stronger Communities that link with local community groups and faith forums that support people in relation to their cultural needs.

To support the care sector, we will hold a number of workshops this year including gathering the voice of the person in the service (April 2023) and developing a confident and comprehensive approach to responding to equality, diversity and inclusion in social care services (May 2023).

Where services are re-commissioned or new services are developed, individual Fair Treatment Assessments are always completed that outline where services may have implications for particular groups of people and whether any actions need to be taken to enhance any positive impact, or reverse or mitigate any negative impact.

Housing

People at the Heart of Care, the government White Paper on the future of adult social care, states that a decision about care should also be a decision about housing. We will continue to work to develop an approach to housing with care which supports our residents to have good choices. This will include recommissioning some of our extra care housing support, continuing to work with providers who can develop supported living for younger adults that helps them to maintain their independence, and working to understand the longer-term requirements for care homes and nursing homes for our population.

Environmental Sustainability

Environmental sustainability is one of the Adult Social Care Directorate's priorities and we are committed to making a positive impact through our environmental sustainability performance.

The Adult Social Care Environmental Sustainability Action Plan 2022-2027 outlines our approach to working together to deliver low carbon services for adults in Solihull. The plan, which is structured around three headings of Sustainable Service Delivery, Sustainable Commissioning and Sustainable You, sets out our objectives and actions, highlights our achievements so far, and our aspirations for 2022-2027. These will continue to be prioritised in 2023/2024.

Glossary

Adult Social Care / Adult Social Care / Adult Social Services

Services delivered or arranged by the Council to support people with social care needs. The Care Act is the main law governing what councils need to provide.

Care Act 2014

A law passed in England in 2014 that sets out what care and support you are eligible for and what local councils have to do.

Care at Home

Care at home, often also referred to as homecare or domiciliary care, is help available if you're having trouble with everyday tasks. That could be getting in and out of bed or cooking and cleaning.

Carer

Any adult or child providing regular unpaid emotional or physical support to a family member, partner or friend who needs help because of illness, frailty, disability, a mental health problem or an addiction.

Carers' assessment

If you are an unpaid carer for a family member or friend, you have the right to discuss with your local council what your own needs are, separate to the needs of the person you care for.

Carbon Footprint

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

Community Advice Hubs

The first point of contact for information, advice, and support in Solihull.

Day Opportunities

Opportunities to do things during the day. These may include social activities, education, or the opportunity to learn new skills.

Dementia

Not a specific disease but a general term for the impaired ability to remember, think, or make decisions that interferes with doing everyday activities. Alzheimer's disease is the most common type of dementia.

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.

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.

Environmental Responsibility

To take action to prevent and alleviate the environmental damage that may be caused by our activities.

Exploitation

Where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child, young person, or adult.

Home First

A principle that when you are well enough to leave hospital you will be supported to return home wherever possible. If you still need some support, that will be provided in your home by the Home Discharge Service to enable the planning for your future support to take place in your own home rather than in hospital.

Housing with care / Extra Care Housing

An umbrella term which covers extra care housing (housing with care for adults over 55) and supported living services (housing with care and support for adults with disabilities), where the care is provided in a designated housing setting, often a building with multiple independent flats.

Joining Up Care for People, Places and Populations

Government white paper which sets out measures to make integrated health and social care a universal reality for everyone across England. Published in February 2022.

Learning Disability

A learning disability is a reduced intellectual ability and difficulty with everyday activities– for example household tasks, socialising or managing money – which affects someone for their whole life.

Liberty Protection Safeguards (LPS)

The Liberty Protection Safeguards is the procedure prescribed in law that will take over DoLS, to support individuals who lack capacity to consent to care or treatment.

Mental illness

Also called mental health disorders, refers to a wide range of mental health conditions — disorders that affect your mood, thinking and behaviour. Examples of mental illness include depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviour.

People at the Heart of Care: Adult Social Care Reform

Government white paper which sets out a 10-year vision for adult social care. Updated March 2022.

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 following illness or a recent stay in hospital.

Respite

A service giving carers a break, by providing short-term care for the person with care needs at home or in a residential setting.

Safeguarding

This is how we work with people to prevent harm and abuse. It includes helping people recover when abuse has occurred.

Social Care reforms

An overarching description of the government's future plans for adult social care.

Support plan

A plan we develop with you that says how you will spend your personal budget to meet your eligible social care needs.

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 https://www.solihull.gov.uk/Tell-us/Walk-in-centres
Social Care (out of hours emergency)	0121 605 6062 https://www.solihull.gov.uk/social-care-and-support
Main Council general enquiries	0121 704 8001 / 6000 https://www.solihull.gov.uk/Tell-us/Contact-us
Deprivation of Liberty Safeguarding (DoLS) team	0121 709 7113 https://www.solihull.gov.uk/Social-care-and-support/Mental-Capacity-Act-and-DoLS

Other useful contacts		
Advocacy Matters	Providing independent advocacy in Birmingham and Walsall areas for vulnerable young people and adults from the age of 13 years.	0121 321 2377 https://advocacymatters.org.uk/referrals/advocacy-in-birmingham/
Age UK Solihull	Supporting older adults, providing information and advice, support and groups.	0121 704 7840 https://www.ageuk.org.uk/solihull/
Alzheimer's Society Solihull	Supporting adults with a diagnosis of dementia and their families with the provision of information and advice and group-based support.	0333 150 3456 https://www.alzheimers.org.uk/find-support-near-you
Carers Trust Solihull	To help support carers of all ages and backgrounds, through expert information and advice.	0121 788 1143 https://www.solihullcarers.org/

Elder Abuse Helpline	Contact number for help and information on what to do if you think a vulnerable person is being abused.	0808 808 8141
Healthwatch Solihull	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 https://healthwatchsolihull.org.uk/
The Care Quality Commission (CQC)	The independent regulator of all health and social care services in England.	0845 015 0120 https://www.cqc.org.uk/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Solihull
METROPOLITAN
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