

# Our Offer to You

Solihull Adult Care & Support

## Foreword

The Care Act 2014 represented the most significant change in adult social care provision for over 60 years. The Solihull **'Offer'** explains Solihull Metropolitan Borough Council's approach to its Care Act obligations and how we will serve our residents. We will be transparent and open in our approach.

We will make sure that people with care and support needs and their families understand the support that is on offer; and have realistic expectations about how this may be delivered. 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.

Adult care and support is not provided in isolation. Many people with care and support needs also get help from the NHS through our Solihull Together Programme. We aim to deliver our responsibilities in partnership with the NHS, as well as with other partners such as housing services and the police.

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 **'Offer'** is our commitment to you.



**Councillor Karen Grinsell**  
Cabinet Member for  
Adult Social Care & Health



**Jenny Wood**  
Director of Adult Care  
& Support

# Introduction

Solihull Council provides, arranges, funds or works alongside a range of other people and organisations which 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.

People have asked us to change how we provide these services:

- You need more choice and control over your own health and wellbeing, enabling you to take responsibility and find solutions that work for you.
- You recognise that the Council on its own cannot meet everyone's needs. We will continue to work closely with the strong and established community of organisations, groups and businesses that can help you achieve a better life. Often the best solutions for you will be found in your community, rather than through Council services.
- Although we need to reduce what we spend on services because of growing financial pressures and demand for our services is increasing, you rightly expect what we offer to be of the best quality we can afford.
- 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.

Our Offer to You summarises what you can expect from Solihull Council's Adult Care & Support services.

It won't answer all your questions, but it outlines the principles of how we work, and explains how you can find more detailed information relating to your particular circumstances.

**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: <http://socialsolihull.org.uk/localoffer/>

# Our Principles

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 need to make use of your own strengths and abilities, support networks and other resources in your community, and we will support 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 you make, 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

You recognise that we cannot work alone and so 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, community groups and local businesses. Carers make a huge difference to your lives and to their communities and we value and support this vital contribution.

## 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 option to ensure your needs are met.

# Helping you live 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 or through Community Advice Hubs.

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, adaptations and other gadgets that can make things easier for you. A wide range of equipment and support can be viewed at our Better Living Centre (please see “Further Information”).

When you are discharged from hospital, when needed we will make sure things are in place 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 need to stay longer in hospital than you need to.

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.

## **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.

## **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 for your needs such as Extra Care.

## **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, 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, such as through an online questionnaire.

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” section for more on the Care Act). The Care Act 2014 sets out the basis for understanding how we will work out how much you will pay towards your care.

## 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 or care agency that meets the needs that have been agreed with you during your assessment. If you would prefer a more expensive option then you are able to use your own money to top up your personal budget, if you have the resources to do so.

If you would like, you can receive your budget directly into your 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.

## Further information

### My Life Portal

For comprehensive information about services and activities in Solihull, please see My Life Portal: <https://solihull.mylifeportal.co.uk/home>

### 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. Visit: <https://solihullcommunityhub.org.uk>

#### Visit your Local Community Advice Hub for all your information needs

Chelmsley Wood Library, 10 West Mall, B37 5TN  
Monday to Friday 10am – 4pm  
(Closes 2pm on Wednesdays)  
On the 2nd Floor above Asda and Solihull Connect - on the left at the top of the stairs or immediately right when you come out of the lift)

The Core, Theatre Square, Solihull B91 3RG  
Monday to Friday 10am to 4pm  
(Closes 2pm on Wednesdays)  
On the first floor

Contact by phone during opening hours: 0121 705 3588  
Or by email : [admin@solihullcommunityhub.org.uk](mailto:admin@solihullcommunityhub.org.uk)  
Or drop in, you don't need an appointment

### Solihull Connect

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](mailto: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: <https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets>

