

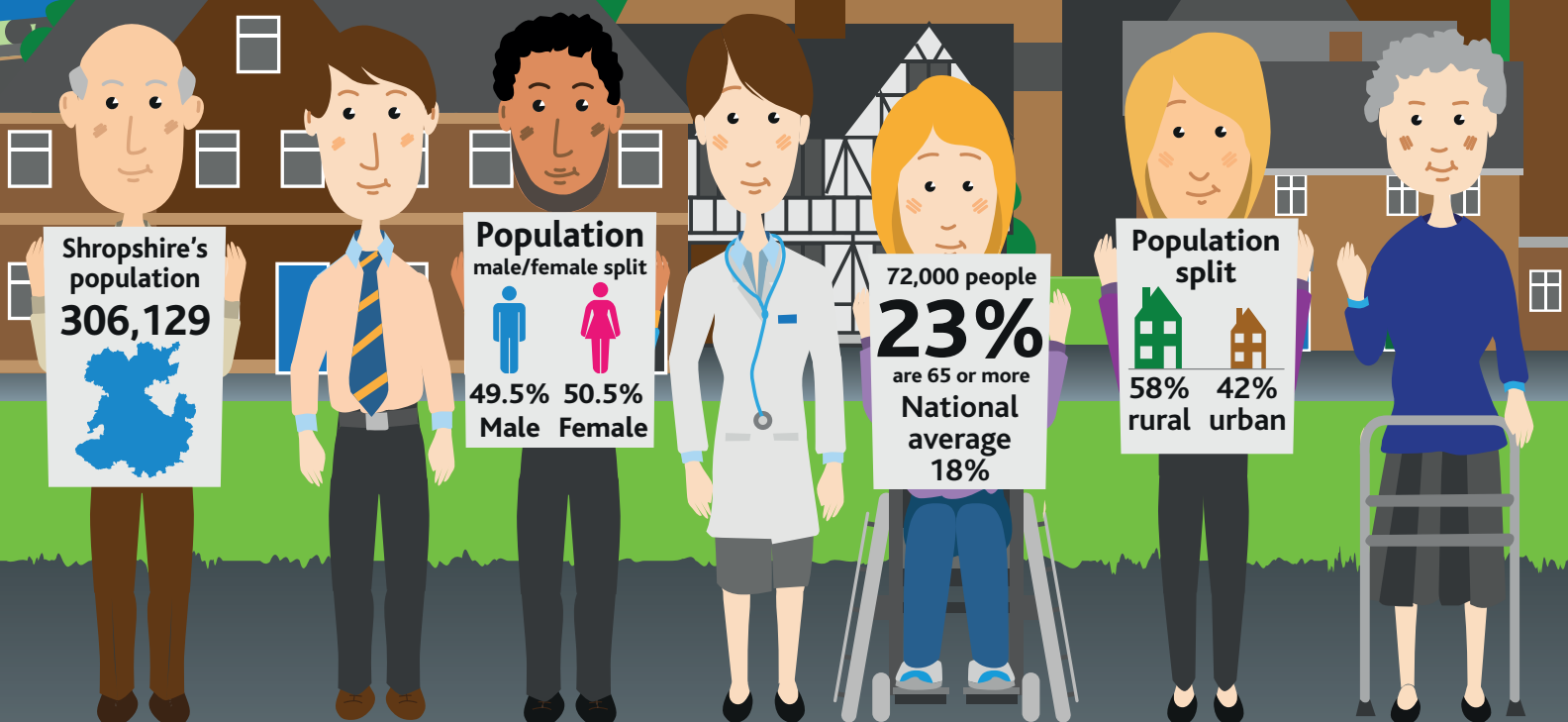
Making it Real in Shropshire

# Our story continues

Adult Social Care

Local Account 2015-16

# DRAFT



# What is the Local Account?

Every year Shropshire Council like other councils across the country, produce a report which tells people what its adult social care service and partners are doing to help improve the lives of vulnerable people and how well as a service it's performing. This report is usually referred to as the 'Local Account' and explains how much is spent on adult social care as well as future plans for improvements the council needs to make.

In Shropshire, our local account is titled "Making it Real in Shropshire – our story continues", to reflect the national Making it Real initiative, set up by voluntary organisation 'Think Local Act Personal' to measure progress in building the adult social care system that people want.

'Making it Real in Shropshire – our story continues' highlights the current picture of adult social care in Shropshire and tells the story of those who use adult social care, their carers, as well as people from the council and other organisations who work to provide services across Shropshire.

We hope you find this magazine of interest and that it provides you with an insight into people's experiences of adult social care and the work that is being done to help people stay independent for longer.

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# An introduction from...



**Andy Begley**  
Director of Adult Services  
Shropshire Council

"Welcome to this year's edition of our local account. This magazine details the

kind of care and support that's available for adults across Shropshire. It also sets out our objectives as an organisation and our commitments to you.

At Shropshire Council, one of our main priorities is to help people stay safe and healthy in their own homes and communities for as long as possible. The services we provide have a focus on helping residents to remain independent and we work hard to make sure the limited resources we have, are used to make a real difference to the lives of Shropshire residents.

There are many projects underway that you'll read about in this publication and all of them have a focus on helping people and looking for innovations to improve our service. As an organisation, we are working closely with health and voluntary organisations as collaboration will deliver a better services for residents as well as much needed cost savings.

We want to enable people's aspirations to flourish, whether those aspirations are to cook their own meals, go shopping or find employment. Delivering these objectives will help prevent a dependency on care services as we want to people to live as independently as possible, with minimal intervention from our services.

I hope that you find this local account useful and interesting. We are keen to hear the views of people who use our services, carers and local community groups on our current service provision as well as our plans for the future, and I would encourage people with comments or feedback to get in touch with Making it Real.



**Councillor Lee Chapman**  
Cabinet Member for  
Adult Services  
Shropshire Council

Social care is an important issue for everyone, regardless of age, health or personal

circumstances. Shropshire Council is committed to helping our most vulnerable people, their families and carers to get help as soon as they can.

We continue working to keep local people at the centre of all that we do, whilst working within considerable financial challenges, as well as demographic changes.

This year's Local Account has once again been written through the eyes of our partners, the people who use and experience our services and their carers.

Although it includes some incredibly positive stories, we've also not shied away from the things that haven't worked as well; it's clear about complaints we've had and the continuing financial pressures we face. It has been a challenging year and things aren't getting any easier. However despite this we continue to work hard to find new and innovative ways to enable people to get the right support that meets their needs.

Over the next year we will build on this success and use our learning to make services better. We'll be concentrating on a number of key areas over the next few months. They include creating a new plan to ensure that we can protect the most vulnerable members of our society, shaped by feedback from residents.

# SHROPSHIRE



**Passionate about adult social care?  
Have your say and make a positive  
difference.**

Making it Real Advisory Groups are made up from people who have an interest or are involved in social care services for adults. The Advisory Groups makes recommendations for areas to develop and improve.

If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then get in touch.

Your 'own experience' can inform change for the better.

If you'd like to discuss concerns, experiences or wish to contribute ideas then join our friendly meetings. There are currently two groups located in Shrewsbury and Ludlow. And we're going to launch a group in Market Drayton in 2017. Your views will always be taken seriously.

**Get in touch with Making it Real today and contribute to helping to create a better life for people in Shropshire. Email us at [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk) or call on 01743 257705**

## An update from **Making it Real Shropshire**

**Making it Real advisory groups meet every two months in Shropshire. Click here to find dates for 2017.**



2015-16 has been an exciting year for Making it Real (MiR). We've met with Philip Dunne, MP for Ludlow (see page 21) and we've contributed to training for People2People staff. We've also made real improvements to the Shropshire Choices website as we drive to make sure that people are able to get hold of useful and easy to read information.

2016 has not been without its ups and downs though. While our South Advisory group has grown, we are looking to relaunch our presence in the North of the county.

We're learning and making steady progress. One of our goals was to feedback information that might guide the development of services across Shropshire. This is something that we are getting better at with the Director of Adult Services, Andy Begley, now a regular presence at Making it Real Board meetings.

A major achievement this year has been the identification of what we feel are the 'essential ingredients' of excellent adult social care'. These 'ingredients' have been used as the basis for training on "Excellent Customer Service" and for a Peer Review of services provided by Let's Talk Local.

In future we plan to develop a Making it Real 'stamp of excellence' to be applied to successful areas of work.

### **What is important?**

The Essential Ingredients of adult social care:

- ✓ An experience that is personal
- ✓ Active listening and understanding
- ✓ Real conversations
- ✓ Effective use of resources
- ✓ Making own choices / taking own risks

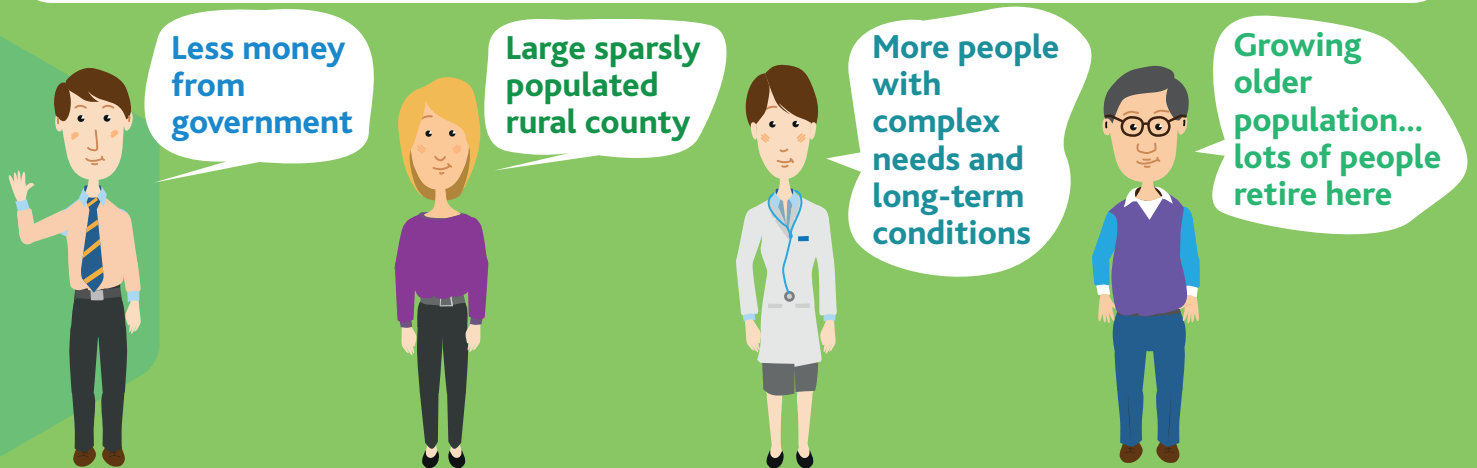


## Setting the scene – Social care in a changing world

The demand for Adult Social Care rises each year as people are living longer and there are more people living with complex and long term conditions.

The illustrations on this page give you an indication of the demographic and budget challenges we face.

We've known about these challenges for quite some time and have prepared a long term plan to help people in Shropshire, by supporting and promoting stronger, more resilient communities.



### AGEING

72,000 people

**23%**  
are 65 or more

National  
average  
18%

Expected to rise to  
**91,200**  
by 2026



**56,000**

Shropshire people on  
long-term sick.  
29,000 are aged 65+

Around

**15,000**

people aged 18-64  
have a moderate  
physical disability

**34,000**

people provide unpaid  
care to a partner, family  
member or other person

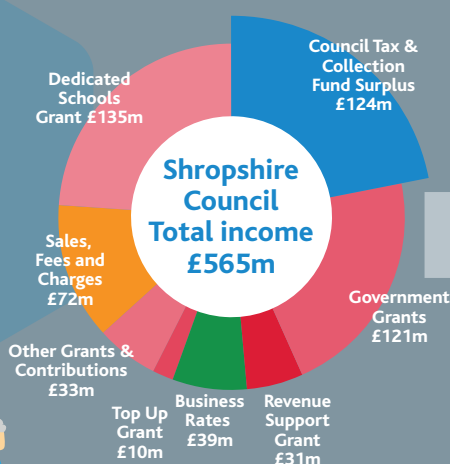
Around

**28,700**

people are estimated to  
have a common mental  
health disorder

### BUDGET

#### Income 2016/17



#### Expenditure 2016/17

£216m for service  
delivery

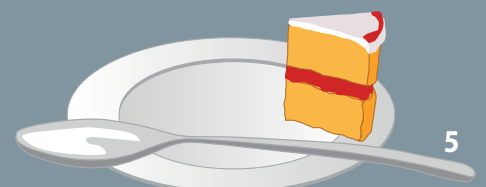


£75m to provide  
**over 150**  
plus services

£141m to  
fund core  
services like  
Adult Services

By 2021  
only £25m  
will be available  
to fund over 150 services.

Based on Shropshire's 65+ population  
it should get £6m more in funding!







## How we work in Shropshire to enable you to be independent for longer and stay safe and well

Our vision in Shropshire is to encourage people to be independent and in control of their lives. Therefore we have adopted an early help and prevention approach that enables people to get the right support at the right time, focussing on what people can do rather than what they can't.

We've done this by changing how we support people when they contact us. We want people to find the information and advice they need as quickly and easily as possible. They can do this by visiting our relaunched Shropshire Choices website which provides advice and information on support available in Shropshire, or by contacting our dedicated First Point of Contact number where they can discuss their needs in confidence with a professional advisor.

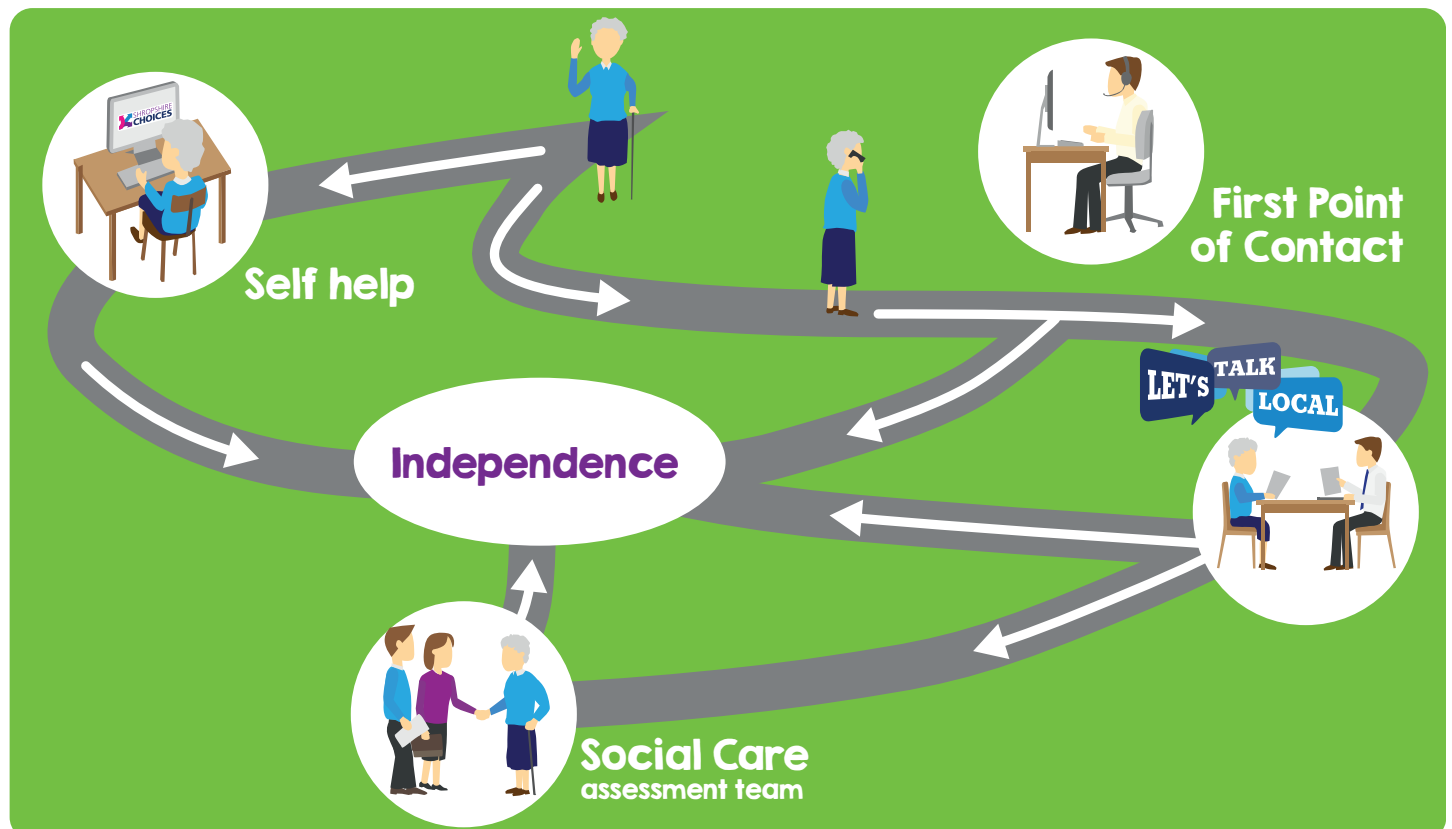
The adviser will find out more about the person's circumstances. From this they will identify whether a

person is eligible for a service, will signpost them to other relevant services or invite them to a Let's Talk Local discussion.

Let's Talk Local is an opportunity for the public to meet informally with someone who is knowledgeable about social care issues and what's going on in their area. These meetings, which can be on a one-to-one basis, or in a group, take place in the majority of Shropshire's market towns on a regular basis. See page 13 for venue details.

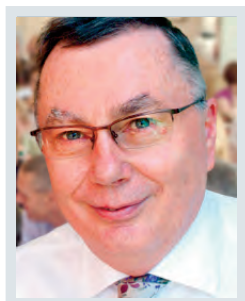
Over 75 per cent of enquiries are satisfactorily resolved at First Point of Contact. For those people who need more help, further options are available.

The diagram below illustrates the various support routes available to help make the right choice, remain independent and stay well for longer. More information about these services can be found throughout this magazine.



# The new social care approach to support people to become more independent.

People2People provides social work and occupational therapy services across Shropshire for older people and adults who have disabilities and their carers. We are a 'not for profit' organisation who aim to put social work back into the community and to be accountable to local people, reducing bureaucracy and adopting a common sense approach.



**"We believe in giving the right response, guidance and information to people at the right time in the right way."**

Eddie Clarke, Chair of People2People Board.

We encourage and enable people to look at the community around them and find out what is already available that can benefit them. We can help strengthen these networks of support and advice.

Depending on people's circumstances – whether someone contacts us because they are worried about their own situation, that of a friend or family member, or are caring for a loved one and need guidance and advice – we offer a range of ways that we might respond to people:

## This may involve:

- Putting people in touch with other organisations or services that can help
- Inviting people to a drop in Community Advice and Information event in their local area (Let's Talk Local)
- Inviting people to an appointment in their local area where they can talk to someone in more detail about their situation and develop a plan of what needs to happen to address any concerns (Let's Talk Local)
- Inviting family carers to a drop in session where they can work through their own needs, what support they could benefit from and talk to other family carer volunteers who can offer advice and information (Let's Talk Local)
- Arranging a visit from a professional Social Worker or Occupational Therapist to carry out an assessment of what is needed to maintain independence, safety and quality of life.
- For people who already receive paid support we will review and reassess their needs and the extent to which they have achieved outcomes and we will work with them to develop an up-to-date plan.



*John Jones, Ness Hicken and Adrienne Llewellyn hold 'thank you' certificates for volunteers.*



# Developing a sustainable care market for Shropshire

With more people requiring care and less money to spend, Shropshire Council decided to develop an online brokerage system to work more efficiently with our provider companies

## What is brokerage?

Brokerage is a process which allows care providers to share their availability and for Shropshire Council to advertise our needs in real time.

## So how does it work?

It starts with a social work assessment. If it is identified that care support is needed, we ask who can provide it? Care providers can then quickly tell us what they can offer and how much it will cost.

This allows us to compare care packages and choose the right provider at the right cost for the individual.

## Who benefits from this?

- People in need of care who are eligible for paid support
- People who pay for their own care
- People being discharged from hospital
- Care providers
- Hospitals

**"The Brokerage system allows us to see the requirement of the council, and it allows the council to proactively engage with us, the providers, in sourcing support in the community."**

Care provider

## What are the benefits?

- Quick response
- Fair and competitive rates
- Identify capacity and demand across the county
- Value for money for the customer
- Fair and transparent process for the provider

**"We find the brokerage functions to be efficient and simple to use. The system enables us to access real time information in great detail..."**

**The whole process from bidding to winning is streamlined, decisions are made quickly and communicated without delay."**

Care provider

To find out more about our new brokerage system visit [www.shropshirecjoices.org.uk](http://www.shropshirecjoices.org.uk)





## Looking back – our priorities we set last year 2015/16.

### **Self serve**

To ensure that individuals have every opportunity to self-serve and access the advice and information they need in order to move forward and to prevent crisis.

### **Using direct payments**

To ensure those who are eligible under the Care Act for funded support, have the opportunity and are supported to take advantage of having a direct payment.

### **Support after leaving hospital**

We will work with our partners to enable individuals in hospital to get back to their own home as soon as possible.

### **Ensuring people are safe**

To work with our First Point of Contact team to enable them to make decisions about safeguarding concerns where there are no ongoing concerns about the safety of the individual. The purpose of this priority is to provide a timely response to the adult concerned, the person raising the concern, and improve the feedback given to them about the decision made.

### **Working with the local community**

To commit to working closely with partner organisations and communities, including those that signpost people to adult social care to ensure that we collaborate to achieve better outcomes for local people.

### **Developing Making it Real**

Developing Making it Real further to support us as we become a commissioning council, and one that is responsive to people's needs and listens to the feedback from the people it supports.

## The relaunch of



Shropshire Choices, Shropshire Council's website for social care has been relaunched with a new look and a more user friendly interface.

The new website is designed to ensure everyone in Shropshire has access to information at a time and in a format which suits them, including those who are:

- looking for information about adult social care
- already receiving support
- caring for a friend or family member.

The easy-to-navigate website is a one-stop shop of information, giving adults and carers, more choice and control over their social care and health needs. The site aims to improve access to quality local information, and promote the ability for people to help themselves in their local communities.

"Shropshire Choices aims to provide an online hub to become the 'go-to' place when needing to find simple solutions to enable people who access social care advice and support, and their carers, to make informed decisions to help improve their care and well-being."

Councillor Lee Chapman,  
Cabinet Member for Adult Services

Shropshire Choices provides information about a wide range of sources of help and support, including independent financial information and information about care homes and housing options. It can also help with keeping independent; getting out and about; keeping safe, healthy and well, employment and volunteering opportunities; and being a carer.



**Staying independent**



**Getting out and about**



**Caring for someone**



**Leaving hospital**



**Concerned about abuse**



**Needing help**

**The website also includes a resource directory of organisations across the county.**



## Register as a Provider

If you are an organisation and would like to promote your services, why not register onto Shropshire Choices Resource Directory?

By registering onto the directory, organisations can add, manage and update their own information free of charge.



## Register as a Personal Care Assistant

If you are a Personal Care Assistant (PA) and looking for employment, you can also register on the Shropshire Choices Resource Directory and create an individual professional profile for free.

Once registered, you will receive an email with a password to go into your account and update information. To register as a provider or PA go to [www.shropshirechoices.org.uk/resourcedirectory](http://www.shropshirechoices.org.uk/resourcedirectory) or, for more information, email [shropshirechoices@shropshire.gov.uk](mailto:shropshirechoices@shropshire.gov.uk)

Case Study: **Let's Talk Local Hubs**

# People2People talk local



*Social worker Stanford Mavumise talking with a client*

Let's Talk Local is run as a partnership between Shropshire Council and People2People (P2). Sessions are organised and run by P2P staff and volunteers who are there to offer people a warm and friendly welcome.

Our Let's Talk Local meetings take place in venues across Shropshire. Our sessions are designed to be easy to access and convenient to get to.

The meetings are an informal opportunity for people to find out more about adult social care support in Shropshire and to discuss their personal circumstances.

Putting the person at the centre of the discussion is a crucial part of this process. During the meeting the adviser will ask a number of questions about what is really important to the person in relation to having a good life, staying independent and living in the community.

They will work with the person to think about their whole life and to explore the things that are working well for them at the moment, as well as finding out about the things that aren't working so well and thinking about what may need to change. During the conversation it may be necessary to look in more detail at a person's needs in a particular area of their life, such as how they manage with their own personal care, looking after their house or getting out and about and involved in their community.

At the end of the meeting the adviser and the person will make a list of all the things that need to happen next. This may be in the form of a brief action plan or more detailed 'Support Plan'. In most cases the list is likely to include things that the person can manage to do on their own, or with help from friends and family, as well as those things where they will need some help from Shropshire Council or other organisations and groups working in their local area.

It is important to include key people in the conversation and planning for the future: this may mean involving family and friends to be able to understand how the person's circumstances affect them, or talking with other professionals to help build a full picture. Often people who help and assist a person (sometimes known as a 'family' or 'unpaid carer') need some support of their own. The person and family may choose to discuss this during the meeting, or if they prefer, another meeting can be arranged for the carer to come back and talk to an adviser separately.



*Lucinder Tanner (right) offering advice*

By the end of the Let's Talk Local meeting everyone will have an agreed understanding of the person's needs, the outcomes they wish to achieve and the things that are most important to help them to stay healthy and well.

You can call Shropshire Council First Point of Contact on 0345 678 9044 to arrange an appointment near you. Our Lets Talk Local locations also offer weekly drop in sessions.

More information about People2People and their Let's Talk Local sessions visit [www.people2peoplecic.org.uk](http://www.people2peoplecic.org.uk)





# LET'S TALK LOCAL Hubs

**Oswestry** –  
every Wednesday from 1:30pm  
until 3pm at The Centre  
(off Oak Street Car Park),

**Whitchurch** –  
every other Thursday  
from 9am – 1pm at Civic Centre,  
High Street

**Market Drayton** –  
every Wednesday from 9.30am  
– 1pm at Charter Court

**Shrewsbury** –  
every Friday from 10.30am-12pm  
at Shrewsbury Baptist Church,  
Crowmere Road, Shrewsbury

**Church Stretton** –  
every other Monday from 11am  
– 12.30am at Health &  
Wellbeing Centre, Easthope Road

**Ludlow** –  
every other Monday from  
1:30pm until 3pm at  
Helena Lane House, 20 Hamlet Road

**Bridgnorth** –  
every other Wednesday from  
3pm – 4.30pm at Bridgnorth Library,  
Listley Street



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## Avoiding a crisis through support planning



*Andrew Craven from Carers Trust 4 All talks about supporting carers in their planning for the future.*

### Rachael's story...

'Rachael' cares for her son, 'Gavin' on a full-time basis. Gavin, who is in his 30s has always lived at home with his mother; he has a learning disability and is a wheelchair user.

Rachael has been known to the Carer Support team for some time. She has a named Carer Advisor, 'Kim' who is very familiar with Rachael and her caring role. Kim ensures that Rachael is involved in support groups and activities in her area, giving Rachael opportunities for respite and a chance to build friendships with other 'carers'.

More recently, Rachael, who is in her 60s has started to experience repeated bouts of ill health - on more than one occasion this has led to short-term hospitalisation. Kim has registered Rachael onto the "Carers Emergency Response Service" which is an early response service whereby in the event of an unforeseen emergency (for example when Rachael gets admitted to hospital), a Carer Support Worker will support Gavin at home, for up to 72 hours. This has enabled Rachael to go to hospital to attend to her own medical needs, safe in the knowledge that Gavin will be cared for by an experienced worker – in his home.

Kim has encouraged Rachael to think about Gavin's future, given that it is likely that he will out-live his mother. With Kim's support Rachael has been looking at local services that provide Supported Living facilities and Rachael is now planning the transition for Gavin to lead a more independent life. This means that Rachael can support Gavin in the transition towards a life that is less dependent on the care provided by his mother.

### Fiona's story...

'Fiona' was recently referred to the Carer Support Service by the Care & Community Co-ordinator at her GP surgery. A full-time working professional in her 60s, Fiona suddenly found herself in a caring role towards both of her elderly parents, following her father's unexpected mental collapse.

Fiona found that both of her parents, who had supported one another and remained independent up until this point, became dependent upon her to help them emerge from the crisis they found themselves in. In order to meet their needs, Fiona reduced her commitments at work. Fiona was feeling very upset and confused, not knowing what to do or who to turn to for help.

Fiona now has a named Carer Advisor, 'Lynda', who has worked with Fiona to help her understand the options that are available to herself and her parents. Lynda has supported Fiona in getting a 'Carer's Assessment' which will examine what ongoing support is available to her: she has supported her in getting the right advice about benefits for her and housing options for her parents. Lynda has also signposted Fiona to a counselling service for herself and a 'befriending' service for her mother. In addition to this practical help, Lynda has been able to offer empathetic and emotional support to Fiona at a difficult time.

Lynda says about Fiona "She is on the radar now, when the time is right, we will encourage her to meet other carers for mutual support – and she knows that we exist if she needs help and support."

**Call: 0333 3231990**

**email: [Shropshire@carerstrust4all.org.uk](mailto:Shropshire@carerstrust4all.org.uk)**

## Priority: Using Direct Payments

# POhWER

advocacy, making your voice heard

**If you have been assessed as needing help with your Social Care needs, you may be able to get a Direct Payment.**



### Direct Payments Advice and Support from POhWER

*Rose Humphries, Community Manager of POhWER*

POhWER is a charity and membership organisation who provide information, advice, support and advocacy to people who experience disability, vulnerability, distress and social exclusion.

The following is a case study from POhWER about supporting Personal Assistants (PA) in their role as a carer for a family where care is funded by a Direct Payment.

POhWER received a referral asking them to support a family who wanted to find out more about Direct Payments and the opportunity this might provide for them. The referral was to support the family of Barry, a young man with learning disabilities.

The family had identified a Personal Assistant (Danny) who currently worked at the day service that Barry attended. Danny was keen to support the family and had asked to be present at the meeting with the Direct Payments (DP) Advisor as he was unclear and had concerns about the Direct Payment process.

The DP Advisor discussed how the Direct Payment would be set up and how Danny would be paid and went through the process in detail which reassured Danny.



*POhWER DP Advisors Natalie Crisp, Lynne Davis and Anna Mason*

### **I was confused by the information I'd been given previously but I'm now looking forward to being Barry's PA.**

The involvement of the DP Advisor ensured that the family and the PA were clear about what was expected and the Direct Payment could start without any issues.

You can contact us via one of the methods below. Our support centre is open from Monday to Friday 8am to 6pm.

Telephone: 0300 456 2370

Minicom: 0300 456 2364

Text: send the word 'pohwer' with your name and number to 81025

Email: [shropshire@pohwer.net](mailto:shropshire@pohwer.net) or [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Skype: [pohwer.advocacy](https://www.skype.com/en/contacts/pohwer/advocacy)

Fax: 0300 456 2365

Post: PO Box 14043, Birmingham, B6 9BL

# KATIE's story

Choice and control – “This isn’t easy”

My situation – then...  
independent!



My situation now –  
Still independent... but supported!

Employ my own PA so that  
they have rights and I get  
the support I want in the  
way I want

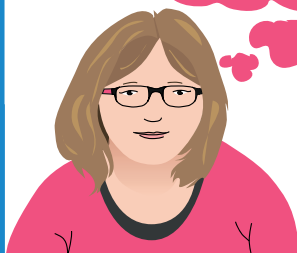
This generic  
contract doesn't  
say what I want.

Q. Where do I get support to...?  
A. Information about employing  
your own PA can be found at  
[www.pohwer.net/](http://www.pohwer.net/)

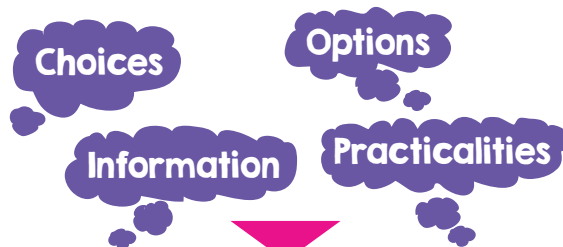
I like my Direct Payments  
and I welcome the  
independence that working  
with different PAs gives me...

But I don't think we get  
clear enough information  
and guidance at time.

What can I do  
to make things  
better?



**Choice and control** – using my Direct  
Payment to employ a Personal Assistant

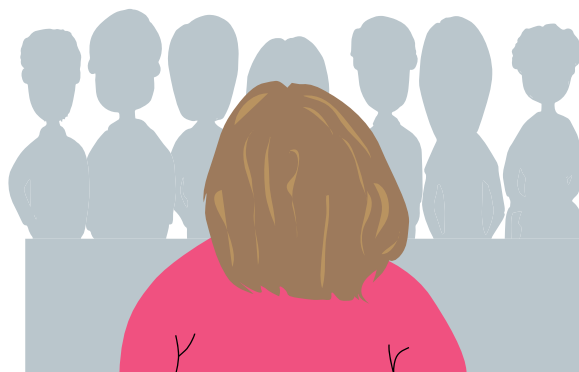


Q. Where do you get your information?  
A. find information at  
[www.shropshirechoices.org.uk](http://www.shropshirechoices.org.uk)

But along the way...  
there have been  
hiccups, and ups  
and down...

Listen to  
what I'm  
saying

Q. Do you know about the rights of  
employees?  
A. Find out more at [skillsforcare.org.uk](http://skillsforcare.org.uk)  
and [acas.org.uk](http://acas.org.uk)



I am going to have my say directly at  
Making it Real Advisory group meeting  
and bring about change...

Q. How can I influence the development of  
adult social care in Shropshire.  
A. Contact Making it Real at  
[makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk).



## Priority: Support after leaving hospital

### **“Manic Mondays, (Tuesdays, Wednesdays and Thursdays)”**

Michelle Pullen, a Social Work Assistant with Shropshire's Council's Integrated Community Support (ICS) gives an insight to the support that she provides for people moving from hospital to home.

My whole week is busy. Monday starts with what we call MDTs, which is a series of multi-disciplinary team meetings. Here, nurses, physiotherapists and social workers discuss patient needs, family concerns and how a person is managing. That way my colleague Hayley and I can start to work out what might be the best next step for someone who's been in hospital. Our priority is to get people back to their own homes, where they want to be.

Tuesday, Wednesday and Thursday are then spent seeing patients and families: goal planning, drafting assessments, setting up care, facilitating discharge form beds, reviewing people in hospital to see if they are right to go home or into a rehabilitation bed.

Each day I meet people coming from hospital who are in a life changing situation that impacts on their future. They now see themselves very differently. I encounter people in all sorts of situations: from those who've had planned hip replacements to those dealing with accidental fractures or even dementia.

I always think 'that could be me or my mum'. Having a fall or fracture is bad enough but worrying about what care is needed and who's going to pay for it, makes it even worse. It's my job to support people and get them home if possible. That could mean arranging care support but it could also mean using assistive technology which maintains independence. It could mean trying things out at home after hospital. For example, it's difficult to go home and have hospital equipment in your bedroom. But once people see they can manage – their confidence grows.



*Michelle with her ICS colleagues*

I'm proud of our hospitals and what they do, but one thing I do see in my role is that 'the longer people are in a nursing setting the harder it is to go home, and even people needing low level care – develop anxieties'. So the quicker that people are comfortable and back in their own homes the better.

***“The thing that drives me in my role, is that the people I'm working with could be me or my family”***

That's my job. Once I've assessed a person and put in place what they need to continue their enablement at home I then hand them to the safe hands of my ICS colleagues who will ensure those needs are met. The final thing is to get people thinking about preventing or delaying a worsening of their situation. It's funny but I'm even thinking about ways in which I can prepare myself in my own home. There are too many awkward stairs in my own home. What can I do to make sure that I avoid a crisis? This is something that I talk through a lot.

Phew! That's quite a week. Though, things don't stop on a Thursday. I've just started my Social Work degree. Every Friday I go to University because I want to get even better at what I do. I've seen the care system at first hand. Now I want to improve my understanding of how to work with people and improve their well-being, get the best quality support for those who need it.

After all that it's family life and all the stresses and love that go with that. I have two children. If I can make things better for the people I work with I can make the world a better place for them too!



## Case study: **People2People**

Michelle Hodnett,  
Occupational Therapy  
Assistant talks to Jean  
about her experience of  
occupational therapy.



*Michelle with Jean and her daughter Lynda*

**Jean ...**“Even as my daughters grew up we were always involved in our local community and so, following the loss of my husband in 2014, my daughter Lynda supported me to stay living in my home where I have good neighbourhood networks.

In 2015 I began to suffer frequent falls at home and following a spell in hospital I was prescribed the use of oxygen. I could not tackle household tasks and I found it a struggle to climb the stairs. As I did not want to move I decided to contact People2People to ask for an Occupational Therapy assessment. This was when I first met Michelle. Discussions focused on what was important to me and she advised me about equipment and adaptations that could make sure I stayed safe in my home.

A perching stool helped me carry out laundry tasks and lay the table for the evening meal, both giving a purpose to my day. A catalogue of kitchen utensils shows items I can purchase to help me prepare meals. A trolley helps me transport meals and drinks and a bath step and board mean a lot to my personal hygiene, dignity and respect. During my assessment we discussed how Linda and I could use techniques and equipment to conserve energy to help me manage daily activities. Some of the ideas just didn't work but we had a lot of laughs trying.

Most helpful items have been small scale but with my medical needs I also discovered I was eligible for a Disabled Facilities Grant (DFG) to fund the costs of a stair lift at home.

***“I can't explain what a difference the adaptations, big and small, have made to my health and independence.***

***Until you lose your independence you do not realise how important it is to be able to manage your own basic personal care and household tasks.”***

**Lynda**, her daughter and carer, continues the story... “In September 2016 Mum became unwell and her GP Surgery contacted People2People to request a social work assessment with the idea of arranging to have paid carers to help me in my caring role. As I work part time in the local school, leaving Mum in the daytime when she was unwell was a worry for me. When Michelle came to reassess our needs Mum was reluctant to have paid carers and following the OT assessment we felt we could manage with the advice and support suggested by Michelle. Now Mum has a pendent alarm which is reassuring for us both when I am at work and my aunt, who lives opposite our house, is always on hand to help.”

Finally, Jean concludes... “Michelle contacted the community physiotherapist and I now have an upgraded outdoor walking aid to carry my oxygen around. Because of my anxiety and fear of falling Lynda has to encourage me to go out and socialise, however with this new equipment I feel less likely to fall outdoors so I now look forward to joining my friends on the monthly bus tours organised by the 'Over 50's Club'.

Lynda has accepted the offer of a Carer's Assessment to see what help she can have to support me. I am hoping she may be able to have some regular breaks away next year as she also has to cope with her own health problems.

With the pieces of equipment provided by People 2People we continue to manage but if the time comes when we need more help we are confident Michelle and her social work colleagues will ensure this is arranged. The OT assessment has highlighted what is important to us as individuals.

***“By working together with Michelle, Lynda and I are taking positive steps towards preventing further health problems occurring and at the same time improving our well-being by remaining as independent as possible”.***

**[Click here to see another article about Roy's story.](#)**

## Priority: Ensuring people are safe

### We asked Emma Blackwood from First Point of Contact team (FPOC) how she works with the Adult Safeguarding Team.

The FPOC Team is the first port of call for customers who need social care support. All calls are dealt with sensitively and in the strictest of confidence by a friendly and dedicated team of advisers at Shropshire Council's customer service centre. Advisers ensure customers get the right help and support as quickly and easily as possible.

They can identify whether someone is eligible for a service at First Point of Contact, and signpost individuals to other relevant services within the council or in the local community.

#### How is an adult safeguarding concern raised?

"Safeguarding concerns can be raised via the website [Shropshire.gov.uk](http://Shropshire.gov.uk) or by directly phoning FPOC on 0345 678 9021."

#### What does First Point of Contact do for the Adult Safeguarding Team?

"FPOC provides a safe triage for concerns so that the issues raised are referred to the right teams for the right reasons. Concerns may be raised by the public, by professionals working with individuals and families and by the police."

"Advisers are well trained and able to make most decisions independently. They can speak with duty professionals to make sure that things are done accurately, safely and with a high level of confidence."

"The right information is gathered and the right service is quickly alerted of the concern. Depending on the urgency of the need this could be the police, the Adult Safeguarding Team, People2People (Social Work) teams, Compass (Children's Services) and Community Mental Health Teams."

"By working in this way with First Point of Contact, social care professionals whose workload previously left them struggling to leave their desks, can get out and do what they are trained to do via the Let's Talk Local sessions run across Shropshire."

To find out more about Safeguarding in Shropshire click here or visit [www.shropshire.gov.uk](http://www.shropshire.gov.uk) and search for 'Keeping Safe'

If you or someone you know are concerned about someone, call FPOC on 0345 678 9021.

### Performance

- Performance during the period June- August 2016 shows that, on average, 172 safeguarding concerns are received each month by the FPOC Team.
- Of those, approximately 82 per month go on to become a formal Adult Safeguarding Concern, so by working closely with Adult Safeguarding colleagues, the FPOC team are signposting 52% of concerns raised to more appropriate sources of help.
- Shropshire Council's safeguarding teams will respond directly to 984 concerns over adult abuse, in itself a 30% decrease on 2015/2016.
- By working in this way with FPOC, social care professionals whose workload previously left them struggling to leave their desks, can get out and do what they are trained to do via the Let's Talk Local sessions run across Shropshire.





## Priority: Working with the local community

### Kate Garner talks about the work coming out of the resilient communities project.

**“Local Authorities have a role to play in helping individuals and communities to develop social capital. There is growing recognition that although disadvantaged social groups and communities have a range of complex and inter-related needs, they also have assets at the social and community level that can help improve health, and strengthen resilience to health problems.” – The Kings Fund**

In the past some people used a council service that may not have suited them.

That’s all changing through a programme of activity called Resilient Communities.

Resilient Communities is delivered by Shropshire Council’s Community Enablement Team in neighbourhoods and it joins together those working in services such as health and social care, housing support, libraries, leisure centres, job centres, schools, community nursing, and GP surgeries with voluntary and community groups and local people.

In Oswestry the Community Enablement Team are working with Oswestry Community Action to create a directory of all the community groups and activities that are going on in the area. There are nearly a hundred different groups set up so that people can get together to learn new skills, do sport, arts or crafts or to support other people in the community.

The Centre in Oswestry is a hub for local activities such as:

- Let’s talk local
- Early help dropin Sessions
- Play sessions

There are lots of events at the Centre where everyone can get together and share ideas, activities and support.

Resilient Communities is about connecting people and activities in our neighbourhoods.

It is about getting involved, staying active, healthier and happy.

If you want to find out more visit the Shropshire Choices website – Local Communities.



# TONY'S STORY

Tony was supported to move into independent living by Talking Point an advisory organisation.

Here is his story...



**TONY'S STORY** 2015

My name is Tony.  
I used to live with lots other people in a home.  
I had been there for a long time.  
I was ok.

I had the chance to move into my own home.  
I had lots of support to help me choose if I wanted to move.  
I met the new staff, they are nice.

Tony had support from his social worker and independent advocacy.

**TONY'S MOVING DAY!** NOVEMBER 2015

I have lots of photos from the day I moved.  
Staff from my old home helped me move.  
I was not sad.  
I was excited.  
I got a big welcome when I got to....

**My new Home.**

I feel happy here.  
The staff are nice.  
The man I live with is friendly and kind.  
We like music and being DJs.

**TONY'S NEW LIFE** 2016

Feeling at home

My hobbies

My town

**TONY'S NEW THINGS** 2016

I am doing lots of new things.  
I really like going to Fordhall.  
I like doing things all the time.  
Everyone says I have lots of energy!

News skills-Fordhall Farm

Projects-allotment

This is what it looks like now.  
Bob and I have big plans!

This is my home.  
I am happy living here.  
It's The Palace!

Taking Part continue to be very supportive and active in the lives of people with a learning difficulty in Shropshire. We are providing much more one-to-one advocacy support including Care Act Advocacy; very involved with helping people understand Supported Living and moving on as demonstrated by Tony's story, which Taking Part were privileged to be involved with by advocating for him and integral to putting his story together. We are working with a range of other people around Transforming Care Programme, and our social nights are going from strength to strength. Taking Part is supporting volunteer Citizen Advocates throughout the county. Taking Part continue to embrace change and help make a difference.

## **Abbots Wood has done something fun and amazing.**

**They cycled from Land's End to John O'Groats, virtually! And they got lots of sponsorship and equipment doing it.**



In 2016 Abbots Wood Day Service, a centre for adults with learning disabilities in Shrewsbury, embarked on their Big Inclusivity Bike Quest at their premises in Monkmoor.

The bike ride was launched and heralded at its Big Arrival by successive Mayors. Over 6 weeks the quest proved a huge success as the cyclists completed their 1017 mile virtual journey.

Starting out with practically no equipment not only did they raise just over a thousand pounds but they received donations of two tricycles, a hand cycle, three exercise bikes and helmets, estimated to be worth about £4000 and a £500 bursary from Inclusively Fit.

All this material brought cycling to many disabled people who would otherwise never have ridden a bike or who hadn't been on one for years. More than 110 different people rode some of the way on the virtual journey.

The cyclists have carried on their efforts and are now looking to buy a very special bike which can have a wheelchair loaded on the front of it so they can offer inclusive cycling for all.

## **Inspirational Idris**

**Idris Price has been supported by the Royal Voluntary Service (RVS) to attend 'Songs for You'.**

**This is his story which he told to Lee Evans from Royal Voluntary Service.**



There have been inspirational changes in Idris Price's life over the last few years. He now says "I am glad to be alive. Leave the past behind and look to the future".

This is quite a change for a man who was originally referred to the RVS by his medical practice because he wanted help with his shopping.

In fact, Idris had early stage Alzheimer's and he felt scared about forgetting his way back home.

After getting to know Idris the RVS Service Manager suggested that he try out a support group called 'Songs for You' at Meole Brace Trinity Centre. 'Songs for You' is for all people to come and enjoy singing and meet new friends."

RVS arranged a driver and someone to accompany Idris and since then he has not looked back. Asked how things

are going now and Idris says "I wake up every day glad to be alive".

People have told him he's changed. He is now enthusiastic and positive. He has joined another singing group at the Baptist church and he attends a day centre one day a week. He has also given a talk at Lindale Court about his coal mining and pit pony days. When he meets new people he tells them all about the day clubs and singing.

Idris does have his "off days" but he says if he's worried he goes and does something. "If you think positive, something good will come out of it" he said.

"My life is a positive one. The help of the RVS has been excellent. Lee (my Service manager) and Andy (my driver) give up their valuable time in providing a very warm and welcome service. Going to these activities has given me the confidence to mix with other people from all backgrounds and to be part of a fellowship with one aim in life and that is think positive, take the things in life and enjoy them because there are plenty of opportunities for people."

Lee asked if there was anything else that the RVS could help him with but he said everything was fine. If he thought of anything he would be in touch. He

**"There's no time limit. Just give it a go. Join in. Enjoy the singing. Enjoy life, that's what it's about."**



## Case Study:

# Market Drayton Seniors' Enterprise



**Four pro-active Market Drayton senior citizens came together in 2015, convinced that they could contribute to the health and well-being of some of their less advantaged peers.**

Eric Davies and fellow members of the recently formed Market Drayton's Senior Citizens Enterprise Dennis Wright and Steve Williams, made a pledge to find out what the keys issues were for those over 50 living in the town.

Feedback from their survey showed that a lack of public transport was a major problem for people, in particularly now that the bus routes from the town to Whitchurch and Telford via the Royal Princess Hospital were no longer operating.

Knowing that these services provided a lifeline for many rural and town non-drivers of all ages needing to get around, the group took it on themselves to resolve the issue.

Joining forces with John Harrison from North Salop Wheelers (NSW) the mighty four met with both the local CCG and transport teams from Telford & Wrekin Council and Shropshire Council to seek financial support to cover the cost of a paid driver for a Ring/Texta-Ride Community Bus Project.

As a result, a Community Bus was launched on 1 August 2016 which now regularly serves all towns and villages along Shropshire's northern corridor.

More great news was to follow - due to the success of the project, the NSW minibus service was awarded funds from the Department of Transport's Community Minibus Fund and £45,000 from the Morgan Foundation to provide a sound financial platform for NSW to become self-funding over the next three years.

The enterprise looks forward to providing greater opportunities for residents of Market Drayton and its nearby villages to adopt a socially inclusive lifestyle and we wish them all the best!

For more information about this project and the work the enterprise does, please contact Eric Davis, Secretary of Market Drayton Seniors Enterprise, at [ericatriverside@btinternet.com](mailto:ericatriverside@btinternet.com)

## Priority: Developing Making it Real

### Jon Hancock is a volunteer who co-chairs the Making it Real Board



Stewart Smith talking to Jon Hancock

Stewart Smith coordinates the Making it Real Advisory group and Board meetings. He asked Jon a few questions about Making it Real and the way that it has developed.

**S** *How long have you been involved with Making it Real?*

**J** I have been involved in Making it Real since the committee was first formed in April 2013. It has been an interesting few years.

**S** *Why did you get involved in the first place and what drives you to commit your time to meetings and activities now?*

**J** I had been the principal carer for my elderly mother for many years. As time went on, I found that I was having more and more contact with Shropshire Council who were providing support for her. I was invited to take part in a survey and from that, I was asked to become a member of the soon-to-be-created Making it Real Board.

**S** *What sorts of changes have you seen as a result of your involvement?*

**J** The provision of adult social care has changed enormously in these few short years. For my part, I have been trying to show the senior leadership of Shropshire Council/People2People the reality of being a carer. Using my skills as a businessman and industrial designer, coupled with a huge dollop of common sense, I feel that I have been able to

highlight areas of weakness in the care system, as it is applied on the frontline. Not having a background in social care, I am sometimes able to see things from a different perspective.

**S** *There must have been highs and lows over the years. Can you tell me about some?*

**J** Don't get me started on highs and lows... there were many. Being a family carer for my mother is the most stressful thing I have ever done, there's no doubt about that. There were extreme lows. Trying to make rapid progress with a lumbering unitary council can be frustrating. There is a huge difference in approach between the commercial and council world. It took a year to develop the Shropshire Choices website and that is beyond me.

There have been highs too. I am delighted that People2People are starting to incorporate some of my ideas within their support documentation. Hopefully, it will soon be a lot easier to find your way around the adult social care system. I have a great deal of empathy with the elderly and vulnerable in our county and it gives me a huge sense of accomplishment when something that I have suggested is adopted.

**S** *How would you like to see Making it Real develop in the coming year?*

**J** I would like to think that the senior leadership at Shropshire Council/People2People will, as time goes on, take more notice of the experience of volunteers like myself. There are some fine people on the Making it Real Board who have had a struggle with adult social care. Their knowledge is invaluable in fine-tuning the system.

**S** *Do you have a message for people in Shropshire or what might you say to anyone who might be interested in having their say about the way that adult social care develops?"*

**J** I do believe that the leadership at Shropshire Council are keen and willing to listen and try to improve things. These are all busy people but they always put aside time to come to the Making it Real meetings and discuss any pressing problems. It's a tremendous opportunity for anybody who has a genuine desire to contribute, to get involved and change things for the better.



## Making it Real – why I've been involved



**Katie-Rose Stone**

*"because my journey through the system wasn't right  
I wanted try and improve it for others..."*



**Ron Farr**

*"MiR is a group of people who put ideas forward to try to help make a difference for carers and their families in Shropshire"*



**Sue Bunker**

*"the Making it Real discussions / meetings help improve communication and break down barriers..."*



**Jon Hancock**

*"It is a tremendous opportunity for anybody who has a genuine desire to contribute, to get involved and change things for the better"*



**Stuart and Chrisey Price**

*"Together we want to influence attitudes and services"*



**Volunteer – John Jones**

*"I go to listen to what other people have to say and tell them how I feel, it could help things be better for other people"*



**Michelle Hodnett**

*"I have both personal and professional reasons for being part of MiR ..."*



The group gave Philip plenty of food for thought about adult social care in his role as Minister of State at Department of Health, and he was keen to discuss ways in which People2People and health services could work together more closely in the future for the benefit of residents living in Shropshire.

MiR member Stuart Price who organised the meeting with Phillip Dune said;

*"We really wanted the opportunity to talk to the people who make national decisions. Everyone was a little nervous about meeting an MP but on the day the meeting was great and everyone got a chance to share ideas.*

*"Meeting a local MP was a first for Making it Real and the discussion that took place showed the growing confidence that people have to question and challenge decisions. This is one of the key roles of the Making it Real groups which look to ensure people who use services and their carers... have more choice and control and can live as full and independent lives as possible".*



## In my view...

### difficult conversations

**"12 months ago, Fraser's night-time care was replaced with assistive technology. It was a fraught time for Fraser, his Mum, and the Social Worker involved. How have things turned out for Fraser?"**



Fraser, Margaret (his mum) and Liz (his Social Worker) talk about the last 18 months.

It's taken 18 months of difficult conversations and encouragement to get to a point where Fraser can say "I'm still a little on edge but all is good". Margaret, smiles: "With Fraser at home for 35 years, I did all his care, so after 10 years of living on his own, when Liz spoke about replacing night-time carers with assistive technology, it was very difficult for me to accept".

Liz takes up the story: "While carrying out an assessment of Fraser's needs, I looked at his care records and it was clear that the night-time carers weren't needed". Liz knew that with advances in assistive technology, Fraser had the chance to be independent at night with the assurance that he could contact an emergency call centre if needed. Fraser laughs as he remembers trying out a large Jelly Bean Button for emergencies: "It fell on my head!"

Looking back, it was an anxious time for Fraser. Conversations were difficult and Liz reminds him that "it wasn't easy." Fraser now wears a wrist band button that he can comfortably push if in need of emergency support. The use of assistive technology at night-time instead of sleep-in carers has been one big step along Fraser's journey to independence.

At the time there was another big breakthrough. Fraser went to talk about volunteering at the "Signal hub" in Shrewsbury. Whilst talking, staff noticed that he wasn't hearing everything. They suggested that he check his hearing with his GP. Fraser had hearing difficulties that could be aided.

Fraser now wears hearing aids and the change in him has been "totally positive". "I am now involved fully in discussions" he says. He has two voluntary jobs, loves to watch Shrewsbury Town play and, importantly, he spends his nights independently without carers.

Fraser explains that he now feels confident to go out on his own. "I ring Mum and say 'I'm going mobile'. Liz and Margaret laugh. They know that for now the "fraught and anxious times" have gone. Liz says: "I think we've all learnt new skills in the last 18 months. Fraser is more independent. I've learnt the value of creatively promoting independence and Margaret is more relaxed. She's just got back from a holiday with her own friends".

At that point Margaret smiles and says "I was thinking of moving house to be closer to Fraser". But Fraser laughs back and says: "No, don't move next door. It's taken me years to get away!"



# Compliments and Complaints

In Shropshire Council, we believe that customer feedback is important; to help understand individual's experience and to take action to achieve service improvement.

Customer feedback is gathered according to national regulations and an annual report is produced each year. This report explains in more detail what the complaints process is, how we did this year, what we learned and what action we will take to improve our performance next year. ([Link to annual report here](#))

We listen to and record:

- Complaints – including both letters or verbal expression of dissatisfaction about a service and decide, if this is upheld, what we can do about it
- Compliments – to know when we get things right; and to thank staff and teams who are doing a good job
- Comments – with suggestions of how things can be improved, or done differently

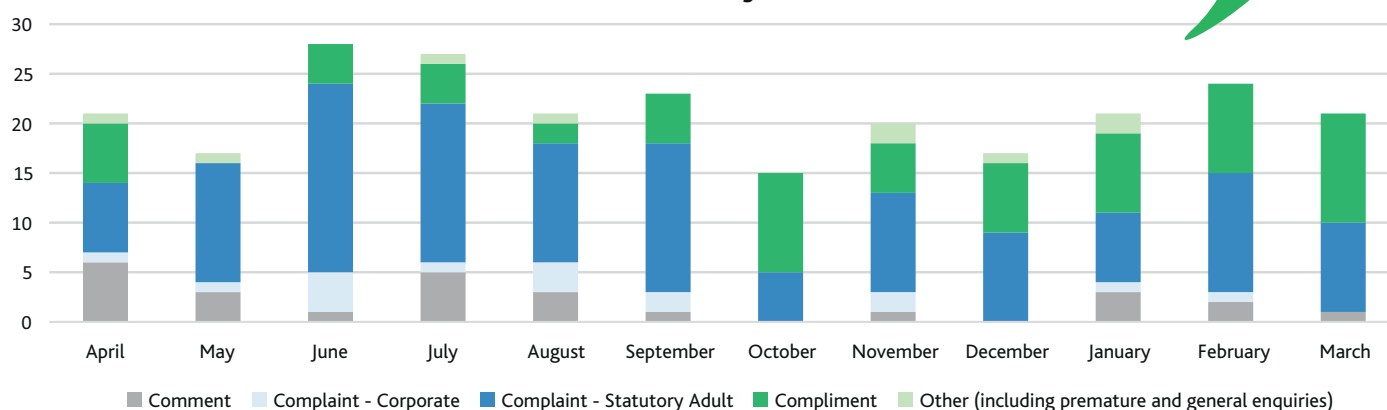
## Complaint –

"The concern is that an invoice was sent for care; during a time that no care was provided due to a stay in hospital"

## Compliment –

"X was very professional in her approach whilst compassionate and understanding"

**Customer Feedback by Month 2015-16**



## Customer Feedback 2015/16

In 2015/16 there were 255 cases of feedback recorded for Adult Services. There were: 26 comments and 9 other types of feedback (including premature and general enquiries) 71 compliments 16 corporate complaints 133 statutory complaints.

In 2015/16 the common themes from our review of all feedback were:

- Complaints concerning charges for care and invoices received
- Lack of, or poor communication
- Reductions in level of care/support
- Delays between requesting and receiving support
- Lack of support when moving between services
- Quality of assessments

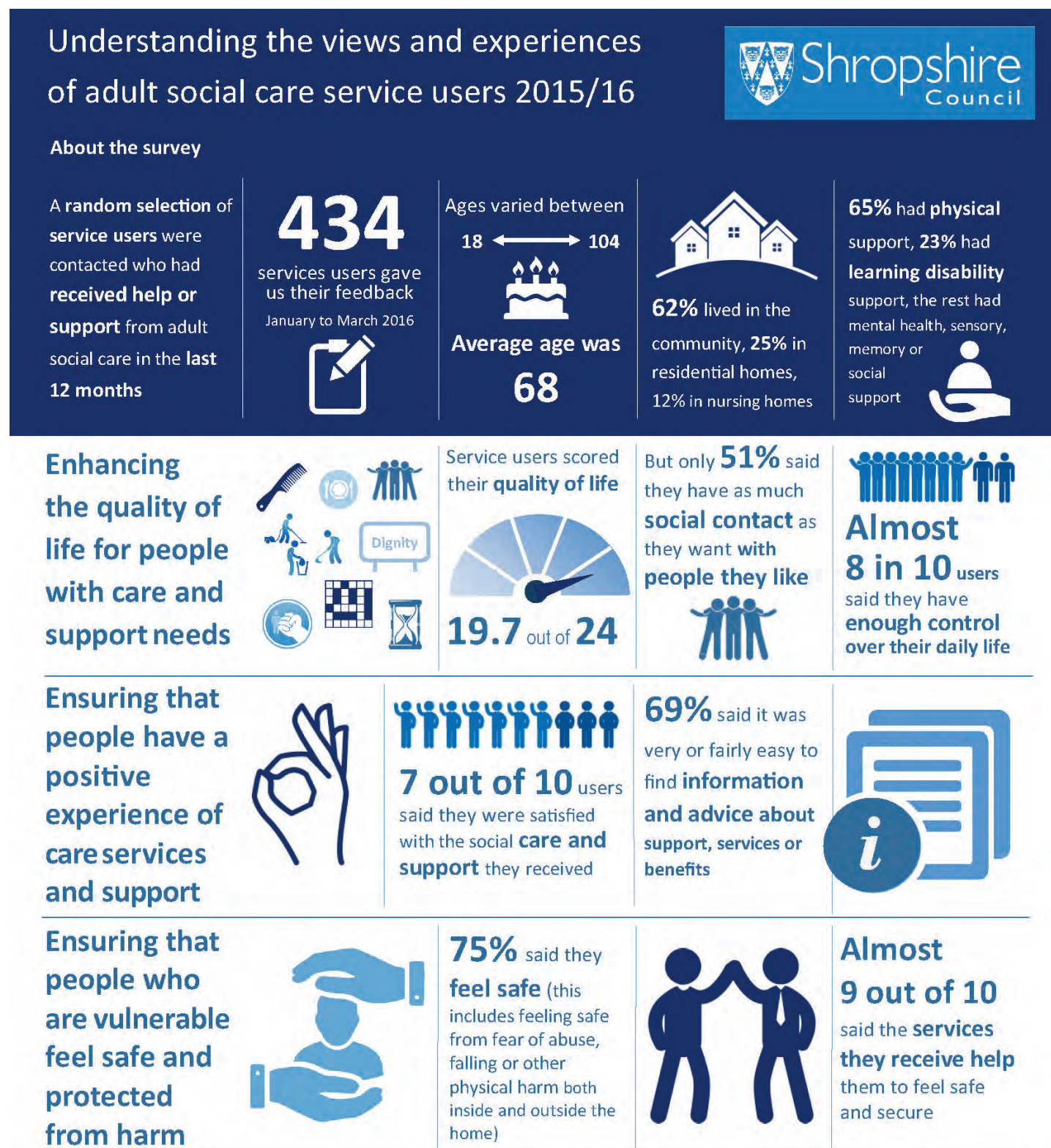
To address these issues we have held a two day training programme for all adult social care staff on 'Excellence in Customer Care' and have actions and recommendations in place; the detail of which can be found in the annual report.

"Shropshire Council works to maintain a culture of support for staff so that complaints are turned into a more positive experience through learning and team support is essential. This should form a long term, ongoing recommendation"

# Performance matters –

In Shropshire we adopt an early help and prevention approach that enables people to get the right support at the right time. We focus on what people can do rather than what they can't. This infographic shows our performance.

We use information on our performance to help us improve and set our future priorities.



For more information contact : Feedback & Insight Team, part of Commissioning Support  
[Commissioning.support@shropshire.gov.uk](mailto:Commissioning.support@shropshire.gov.uk)



# Our priorities for 2017

- We will work with our health partners and colleagues to enable individuals in hospital to be supported to **regain independence** and return home as soon as possible.
- We will develop Shropshire Choices to provide a wider **opportunity** for individuals to access **advice and information**.
- We will **listen to** the people we support and **involve** them in developing quality services through our established Making it Real Board, focus groups and partnership boards.
- To make safeguarding more personal we aim to provide a **timely response** to adults subject to risk of harm.
- We will promote independence by developing **early intervention** strategies, including the use of assistive technology.
- We aim to **reduce levels of homelessness** and to ensure people have a home within their local community, close to family and friends. We will continue to work with housing partners to develop appropriate accommodation.
- We will promote direct payments to enable individuals to have more **choice and control** over how they are supported.

# Performance matters –

	14/15 Result	15/16 Result	Comments/Actions for 2015/16
<b>ENHANCING QUALITY OF LIFE:</b>			
Social care-related quality of life.	19.5*	19.7	This is based on responses to an annual User Survey and gives an overarching view of social care users' perceptions of their quality of life in Shropshire.
Proportion of adult social care users who have control over their daily life.	81.5*	77.6	This is based on responses to an annual User Survey and measures the extent of control users feel they have over their daily life.
Proportion of adult social care users who receive self-directed support.	98.2%	98.7%	Our priority is to increase the take up of direct payments and individual service agreements to ensure greater flexibility for individuals in how their care is provided.
Proportion of people using social care who receive direct payments.	23.7%	21.2%	Direct payments are an important aspect of personalisation and we aim to increase take up of these also.
Proportion of adults (aged 18-64) with Learning Disabilities in paid employment.	11.2%	12.1%	Studies show that there is a strong link between employment and enhanced quality of life.
Proportion of adults in contact with secondary mental health services in paid employment.	10.5%	9.00%	Studies show that there is a strong link between employment and enhanced quality of life.
Proportion of adults (aged 18-64) with Learning Disabilities who live in their own home or with their family.	80.1%	80.4%	We continue to support vulnerable people to live independently.
Proportion of adults in contact with secondary mental health services who live independently, with or without support.	69.3%	68.5%	We continue to support vulnerable people to live independently.
Proportion of service users who said they have as much social contact as they would like.	43.7%*	51.1%	This result is taken from the annual User Survey. Studies show that there is a link between loneliness and poor health.

\*note: new methodology therefore unable to red/green the measure as not a direct comparison.

	14/15 Result	15/16 Result	Comments/Actions for 2015/16
<b>DELAYING AND REDUCING THE NEED FOR CARE AND SUPPORT:</b>			
Permanent admissions of adults (aged 18-64) into residential/nursing care homes, per 100,000 population.	11.1	11.1	Our priority is to keep admissions into care homes to a minimum, and to enable people to live independently in their own homes for as long as possible.
Permanent admissions of older people (aged 65+) into residential/nursing care homes, per 100,000 population.	548.8	573.7	Our priority is to keep admissions into care homes to a minimum, and to enable people to live independently in their own homes for as long as possible.
Proportion of older people (65+) who were still at home 91 days after discharge from hospital into reablement services.	80.6%	80.6%	Being able to remain living at home following discharge from hospital with reablement services is the key outcome for people, demonstrating that we have effective partnership arrangements in place.
Delayed transfers of care from hospital, (for adults aged 18+) attributable to adult social care.	4.2	8.5	Our priority is to ensure delays from hospital are kept to a minimum and we have shown good performance year on year.
<b>ENSURING PEOPLE HAVE A POSITIVE EXPERIENCE OF CARE AND SUPPORT:</b>			
Proportion of social care users who are satisfied with their care.	72.2%	70.2%*	This is based on users' responses to an annual survey. Reported satisfaction levels are a good indication of people's overall experience of service and quality.
Proportion of service users who find it easy to find information about services.	72.2%	69.3%*	This measure reflects service users' experiences of accessing information and advice over the last year, taken from the annual User Survey. Improving access to information is one of our key priorities.
<b>ENSURING PEOPLES' SAFETY:</b>			
Proportion of service users who feel safe.	73.1%	75.4%*	Feeling safe is fundamental to ensuring people's well-being, and is a key priority. This measure is taken from the annual User Survey.
Proportion of service users who say the services they receive have made them feel safe.	94.4%	88.6%*	This measure, from the annual survey, shows the extent to which people feel the adult social care services they received have had a direct impact on how safe they feel.

GREEN denotes improved performance compared to last year.

RED denotes decrease in performance compared to last year.

# Glossary

## **Advocacy –**

An advocate is someone who argues your case for you and makes sure the correct procedures are followed. If you have had difficulties with benefits or services, for instance, you may find that an advocate can help solve these problems.

## **Brokerage model –**

an interactive and collaborative approach to providing suitable care providers.

## **Care and support –**

The mixture of financial, practical and emotional support that helps people to do the everyday things that most of us take for granted, such as getting out of bed, dressed and into work; choosing what and when to eat; and getting out of the house, being able to see friends and care for our families.

## **Care package –**

A care package is a combination of services put together to meet a person's assessed needs as part of the care plan arising from an assessment or a review. It defines exactly what that person needs in the way of care, services or equipment to live their life in a dignified and comfortable manner.

## **Carer –**

A carer is somebody who provides unpaid support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability.

## **Commissioner –**

The people or organisations that make sure that the right health and care services are provided to meet the needs of the population.

## **Direct payment –**

Payments made directly by the council to someone in need of care and support to allow the person greater choice and flexibility about how their care is delivered. Fair access to care criteria – Shropshire Council use this criteria to assess, to determine eligibility for funded support.

## **Needs assessment –**

This is how a council decides whether a person needs care and support to help them live their day-to-day lives.

## **Personal Assistants –**

Someone who works for you to provide you with the support that you require.

## **Respite –**

Respite is a break from caring for someone else. This can mean a few hours during the day, 'night sitting' or even a full holiday.

## **Safeguarding –**

Safeguarding is how we work with people to prevent them experiencing harm from others or sometimes themselves. It includes helping people recover when they have been abused and preventing unsuitable people entering the health and social care work force.

## **Safeguarding Priority –**

If you need our help to deal with abuse, we will involve you or your representative in the safeguarding process.

## **Social Capital –**

Using friends, neighbours, family, support groups, charities and voluntary organisations to support people to make the right decision for them.





# Making it Real in Shropshire – our story continues

## Adult Social Care Local Account 2015-16

We would like to thank all of the organisations that enabled us to produce this document.

[www.shropshire.gov.uk](http://www.shropshire.gov.uk)

