

# Making it Real

Shropshire Adult Social Care

Local Account 2017-18

May 2018 – issue seven

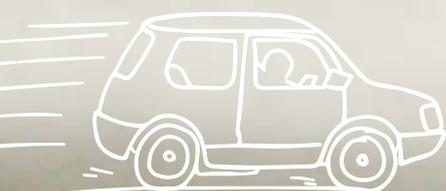
## Our story continues...



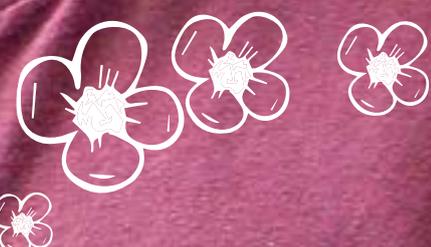
From Direct Payments to dating  
TV's Jason on life after  
The Undateables



24 hours in AsC...



2 carers in a car...



## What is the Local Account?

Have you ever wondered what Shropshire Council's adult social care system does? How it performs? How the money is spent? Who else is involved and what the plans for improvement are over the next year? Well, you've come to the right place. The Local Account is a review of the past year and a quick look at the plan for the coming year.

In 2013, Shropshire Council signed-up to Making it Real; a bold idea which tries to involve those who use adult social care, their carers and people from voluntary groups right at the centre of operations. The last five years have seen big changes in social care and with the help of volunteers on the Making it Real Board, Shropshire Council has been at the forefront of implementing important changes. Don't just take our word for it, Shropshire's Making it Real team were amongst six finalists in the national MJ Awards scheme for community engagement.

In a small magazine such as this, it is not possible to cover everything that has been happening over the last year, but we have used true stories to show how people in Shropshire are affected. We have tried to use our published targets for this year to show how we have tackled difficult situations. Listening to the voice of people with lived experience will help form targets for next year. We hope you enjoy this account of the year.



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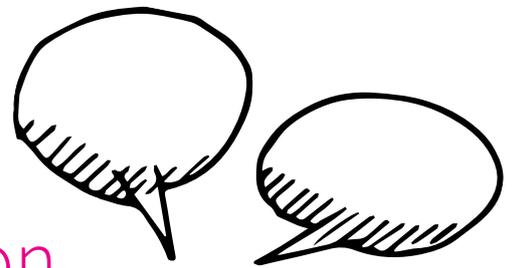


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First Point of Contact 0345 678 9044





## Foreword – in conversation...

Councillor Lee Chapman (**video**) and Director of adult social care and housing Andy Begley discuss the Local Account, the successes and challenges of the past year, and what's next for adult social care. These are edited comments. View the video **here** or online at [www.shropshire.gov.uk/local-account-videos](http://www.shropshire.gov.uk/local-account-videos)

### “What do you think of the Local Account?”

**Andy** “It’s great; it’s an annual opportunity to reflect on what we do in adult social care and beyond. The fact that Making it Real members help put it together ensures that it’s not written in ‘service’ speak.”

**Lee** “The Account is about the reality of daily life for those people who we, and our partners, support. We’re challenged constantly about our ability to deliver and without understanding that reality, it’s difficult for us to improve.”

### “What have been your key achievements over the past year?”

**Andy** “For me, it’s how we’ve continued to meet rising demand and how we’ve created the innovation to use our resources collectively to support people to remain independent.”

**Lee** “A particular highlight was that we were fortunate to get the largest allocation of Government funding for a project called Buy2Live [see page 19]. Handing the keys over to someone for their own home, after a lot of hard work, was really rewarding.”

### What is your vision and aspirations for the next 12 months?

**Andy** “It’s about having to be as innovative as we can and looking forward to what the face of care delivery will look like with all these new interventions and technologies. It’s clear that adult social care, housing and public health in isolation really can’t solve the scale of problem that we’re looking at across the whole. It’s how do we all come together to create a solution to these problems and demands which are far wider than adult social care. I’m hoping the Local Account starts to talk to that and starts to understand as a whole system how we can really effect great change in Shropshire and again drive those outcomes that we’re looking for.”

*Andy Begley, Director of adult social care and housing, with Councillor Lee Chapman, Cabinet member for health, adult social care and housing*



Almost all of us will come into contact with adult social care at some point in our lives. Yet the value of social care is often unseen. It only becomes relevant when people need it. That’s why it’s so important to raise the profile of adult social care with the public and across the council as a whole.

Year on year, our most difficult challenge is to balance the budget. Although funding for health and social care is a well-publicised national issue it comes starkly into focus when we look at local services. Being a statutory service that works within strict legislation, we face the continual challenge of using finite resources in order to meet the needs of a growing number of people as effectively as possible. Therefore, we must work closely with health partners to create a seamless support network for individuals.

The task in hand is difficult but we’re excited by the innovation and creativity that this challenge drives. Read the Local Account to see how we’re rising to the challenge in Shropshire. **Andy Begley**





# 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 make 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 three groups located in Ludlow, Shrewsbury and Market Drayton.

Visit the Making it Real webpage [www.shropshire.gov.uk/making-it-real](http://www.shropshire.gov.uk/making-it-real) for updates and meeting notes, or get in touch directly on 01743 257705 or through [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)

Making it Real Advisory Groups meet every two months in Shropshire. For 2018 meeting dates, visit [www.shropshire.gov.uk/making-it-real](http://www.shropshire.gov.uk/making-it-real)

You can also view a video of us **here** or search Shropshire Making it Real on YouTube.



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

2017 has been an exciting year for Making it Real. In July we were shortlisted for a Local Authority 'MJ Award' (Community Engagement category).

We reached the final six out of a total of 60 entries and although we didn't celebrate with a trophy, we did gain in terms of experience.

Expert by experience and Board member Katie Stone said "I took away a feeling of pride in the work that we do. The awards gave me a chance to reflect on the importance of Making it Real". Katie is clear that all the voices that contribute to Making it Real deserve recognition; including experts by experience, practitioner staff and partners. All have worked hard to try and enhance adult services.

We now start 2018 with a new Making it Real Board, and the challenge for the year is to make sure that the MiR Board and Advisory Groups have an impact on adult social care.

As well as voicing an interest in the development of ASC, we are now in a position where we can review performance – so keep your ears and eyes open. Feedback on Making it Real progress can be found at [www.shropshire.gov.uk/making-it-real](http://www.shropshire.gov.uk/making-it-real)

**Social care and council performance can be viewed at**  
<https://shropshireperformance.inphase.com/>





# 24 hours in AsC – Adult Social Care here for you around the clock

Our vision is to ‘promote well-being and independence in our communities’. Our new adult social care strategy explains how we are going to achieve this by:

- Helping you to find solutions to living independently
- Helping you to prevent or reduce problems
- Delaying the impact of your needs
- Meeting your needs through a creative approach to care that is value for money

With a budget of £92.2 million, our adult social care services work with many organisations to provide advice and support to vulnerable people.

Here’s a sample of the services that we deliver around the clock to help you stay safe and well, and remain independent for longer.





## Did you hear the one about ... **2 Carers in a Car**

This may sound like the beginning of a comedy one-liner but '2 Carers in a Car', is simply the name of a new pilot project launched in Shrewsbury in July 2017. It involves two professional carers, based in their car, who provide bespoke night time support in the community. Commissioned by Shropshire Council, the pilot is currently being managed by Prestige Nursing + Care.

### How does it work?

As we get older, or for those of us who have a disability, support with daily living can extend into the night time. However, those who do need night time support, don't always want to have someone with them continuously. Also, patients returning from hospital would much rather be able to go home with the right support than go to residential care just because they need a couple of calls in the night.

'2 Carers in a Car' operate through the night (10pm to 7am), 7 days a week and use experienced staff to ensure that individuals get the right support quickly. Referrals are made directly to the carers, by organisations such as hospitals, doctors and social work teams, to name just a few.

The carers currently provide 13 visits a night. Some people require one visit; others may need more.

*"The carers make sure I am alright and they help to put me into bed as I can't lift my legs anymore, they are very kind. I look forward to them coming and checking on me as it makes me feel safe."*

– Prestige Nursing + Care client.

### Has the pilot been successful?

*"All the carers who take part in this new project love it. They feel empowered and respected in their roles, which leads to greater job satisfaction."*

Toni Oliver, Manager at Prestige Nursing + Care

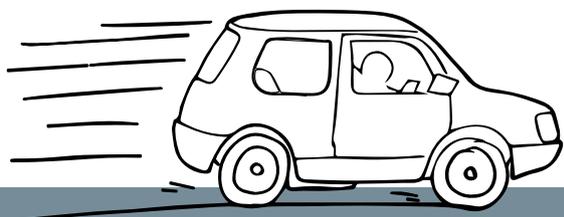
Carers also enjoy working with a colleague, as often working on their own on a waking night can be difficult, especially if the person they are supporting only requires assistance once or twice during the night.

This new way of working enables individuals to remain self-reliant in their own home. It simply meets people's needs with a minimum amount of fuss.

*"It's a tremendous help for me and my mum especially as I don't live locally and I used to worry all the time that mum had fallen trying to get out of bed to use the toilet - I think that the service is wonderful and me and mum are so grateful for all of the help."* Family member

A significant number of individuals supported by '2 Carers in a Car' have only required the care for a limited period of time. Many of them have gone on to need little or no care at night.

The pilot is now being rolled out to less urban areas to test its effectiveness and to ensure our most vulnerable receive the support that is best for them.





# Moving from children's services to adult social care – Transition

*Introducing our Transition Senior Practitioner... Kelly Kubilius*



## What does 'transition' mean?

For my post in Shropshire adult social care, the term 'transition' applies to young people who are moving between childhood and adulthood, specifically young people aged between 14 and 25 years who are, or are likely to, receive services from adult social care.

## What do you actually do?

Good question! My role is to develop a process that works for young people and their families. In practice this means building working relationships with agencies across children's services and adult social care, developing practices that meet the needs of young people and supporting social workers across the county to work well with young people.

## How does a young person or parent carer request transition support?

It's always important to actively plan for the future. You can directly ask for a transition assessment by calling Shropshire Council's First Point of Contact (0345 678 9044). You can also ask for support during an Education Health Care Plan review or via children's services if you already have contact with them.

## When do you start talking about transition?

Generally at year 9. Transition should become a focus of all Education, Health and Care Plans from a young person's year 9 review. By year 14 (that is age 18-19), or before, each young person should have been supported to develop their own plan of what they would like to do next. This can involve support from education, adult social care and/or health. A big focus of my role is improving this process to ensure all young people are given the right information and support at the right time to ensure they are able to make informed decisions about their future.

## What options are available for young people leaving school?

There are lots of options for young people leaving school in Shropshire, and some of these can be found on Shropshire Choices and the **Local Offer**. As part of a pilot project which will be completed in March 2018, we are mapping all services available to transition age young people and exploring how we best make this information available to everyone, so watch this space!

For more information about Transition click [here](#) or go online at [www.shropshire.gov.uk/child-to-adult-services](http://www.shropshire.gov.uk/child-to-adult-services)



# Focusing our minds on... mental health

*“Shropshire is a place where mental health is everyone’s business, positive emotional wellbeing is promoted and services and communities work together to provide appropriate support when our people need it”*

Shropshire’s Mental Health Partnership Board

With one in four adults experiencing at least one diagnosable mental health problem in any given year, we thought it important that we do a special feature this year on mental health and on what’s happening in Shropshire to support it.



## ‘Music in Mind’ – Music and good mental health come together on the Wyle Cop

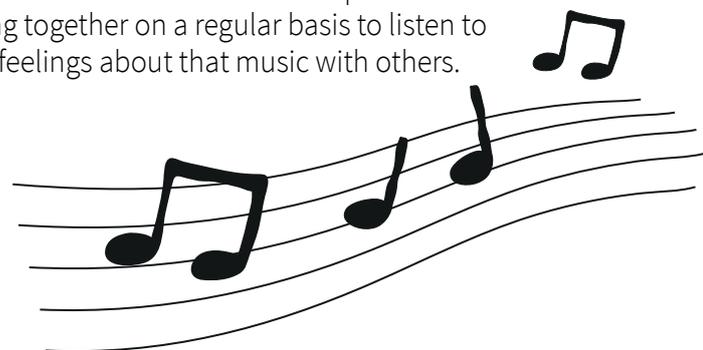
Music plays an important role in our lives, and it can conjure memories from childhood, teenage years, lasting relationships or lost loves in just a moment. Whether listening, playing or just humming along, music has that ability to highlight both positive and difficult experiences in our lives.

It was with the power of music in their minds that Ben Cooper and Andy Haddon decided to set up the “Music in Mind” men’s group. Ben is a social worker and psychiatric nurse with a keen interest in music and Andy runs the ‘Left for Dead’ record store that sits halfway up the Wyle Cop in Shrewsbury. Both understand that men find it difficult to express their emotions and talk about how they feel: “Often we are reluctant to communicate and discuss thoughts and feelings. We find it difficult to access services and in the worst moments this means that men are three times more likely to kill themselves than women”.

So what is the group about? First, it’s about using music to get men who use mental health services together. It’s about having an opportunity to listen, discuss and comment on the latest music releases or favourite tunes. It’s about playing records and sharing thoughts, views and feeling. The group meets every week at ‘Left for Dead’.

Halfway through a 10-week run the group have listened to many different artists; some they’ve loved and some not, but as one of the group said “Sometimes you have to open up your mind and experience something different”. That experience could be musical but it could also be just sharing your feelings.

There may be interesting spin offs: starting small with in-store record reviews written by the group, or Spotify playlists, right through to community-based radio shows or festivals. All that depends on those involved. For the moment, a small group of men are coming together on a regular basis to listen to music. As time goes on they may share their thoughts and feelings about that music with others. That’s a good start. What comes next is up to the group.





## Working with employers to get people back into work

Employment is often a vital step in the recovery from mental ill health.

Shropshire's Enable service is a specialist organisation that supports people with disabilities and mental health needs to find a job that suits them. Enable offers positive, individualised support into recruitment, as well as a comprehensive package of ongoing advice, guidance and support to both the jobseeker and the employer.

Craig got in touch with Enable in March 2017 as he had been off work due to depression and needed support with working out what his next step should be to find employment. He had heard about Enable after attending counselling through his GP. As a result of the support he received from Enable, Craig managed to return to his previous employment where his manager has seen a real positive change in Craig's outlook on life.

You can read Craig's story [here](#) or go online at [www.enableservices.co.uk/client-success-story-craig/](http://www.enableservices.co.uk/client-success-story-craig/) If you would like any more information on Enable, call 01743 276900 or email [enable@shropshire.gov.uk](mailto:enable@shropshire.gov.uk) or go online at [www.enableservices.co.uk/](http://www.enableservices.co.uk/)



## Mental Health Social Work Team and Mental Health drop-ins

Our Mental Health Social Work team works in partnership with the South Staffordshire and Shropshire Foundation Trust (SSSFT) and other local authority teams to deliver services to people in Shropshire who have mental health problems or concerns. The team aims to put the person at the heart of everything it does, to ensure that it finds the right outcome for each individual as quickly as possible.

Mental health drop-ins are held regularly to make services easier to access when they are needed. These sessions include advice from other services such as housing providers, the Shropshire Recovery Partnership and benefits advice to name a few; as well as peer support sessions, and more general health advice and workshops.

For more information about our team and our mental health drop-in sessions, contact us on 01743 255895 or email [mentalhealthsocialwork@shropshire.gov.uk](mailto:mentalhealthsocialwork@shropshire.gov.uk)



## Helping those in an emergency

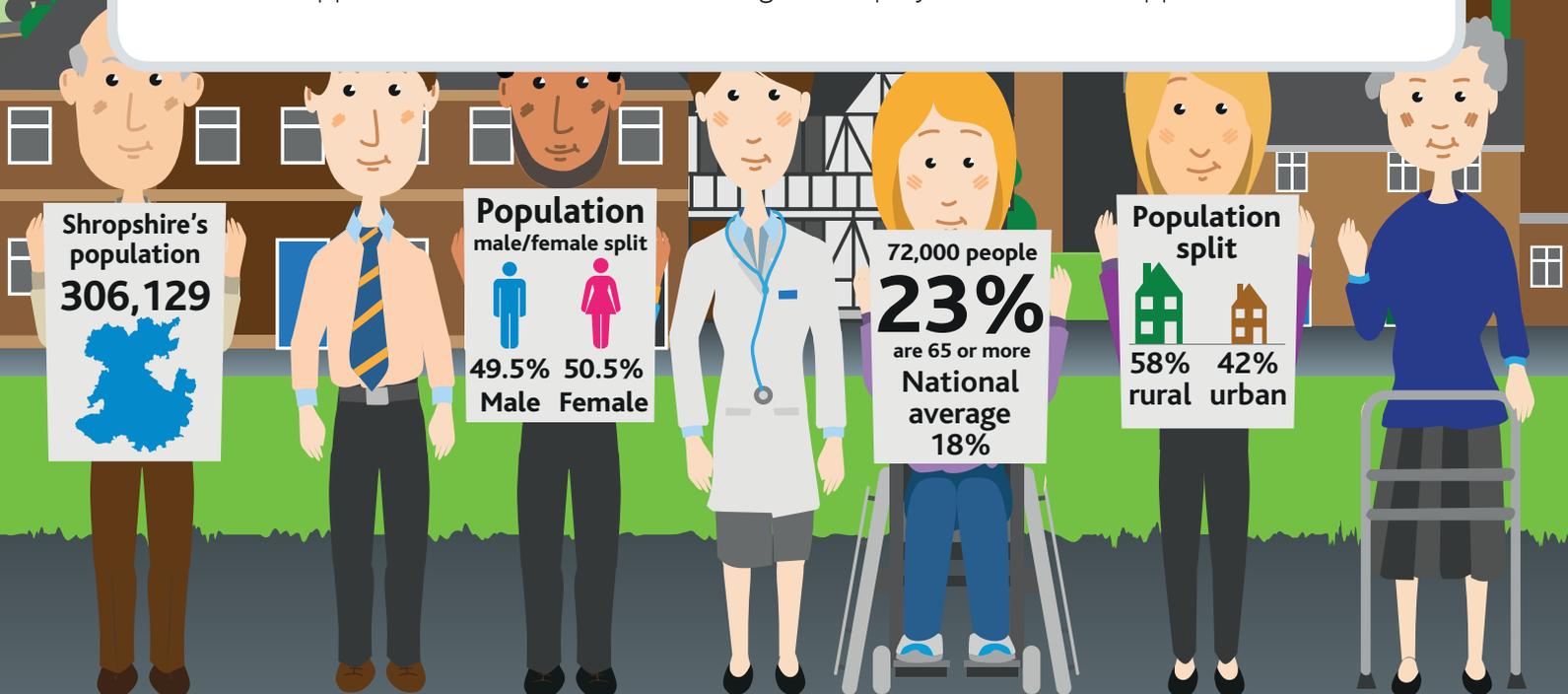
Sometimes someone's mental health can deteriorate to the point where they need an urgent response due to the impact their mental health is having on themselves or those around them. An AMHP (Approved Mental Health Professional) will be contacted to arrange a Mental Health Assessment and ensure the person gets the right support. AMHPS provide 24-hour support on a rota basis. You can read a day in the life of one of our AMHPs [here](#) or go online at [www.shropshire.gov.uk/dereks-story](http://www.shropshire.gov.uk/dereks-story)

If you or someone you know is struggling to cope with day to day life call Shropshire and Telford and Wrekin Adult Mental Health Services on 0300 124 0365. You can also go online at <http://mentalhealth.sssft.nhs.uk/>

# Looking back – our priorities we set last year 2016/17

Over 2016/17 we continued to support people who were eligible, including carers, to remain as independent as possible in their own community, and we did this by:

- **Self-service** – ensuring information is accessible and relevant to meet need.
- **Prevention** – developing services that are preventative, through listening to and involving people we support, celebrating people’s strengths to self-care.
- **Using direct payments** – where funded support is needed, we will enable people to purchase that support via a Direct Payment that is easy to manage to promote choice and control.
- **Support after leaving hospital** – continuing to work with partner agencies to enable people to regain independence on hospital discharge and return home.
- **Ensuring people are safe** – ensuring safeguarding responses are timely, outcome focussed and personal.
- **Using technology** – promoting the choice and use of assistive technology.
- **Developing housing options** – developing housing options in the county to reduce homelessness and enable people to live independently.
- **Support with a work focus** – providing meaningful and purposeful day opportunities for those in need alongside employment-focused support.



# Priority: **Self Service** – Ensuring information is accessible and relevant to meet needs of service



## **Shropshire Choices**

**Shropshire Choices** provides information about a wide range of sources of help and support, including independent financial advice and information about care homes and housing options. The website provides a resource directory of currently over 800 organisations across Shropshire to enable you to make the right choice to remain independent and stay well.

## **Adult social care factsheets**

We have produced **14 factsheets** explaining everything you need to know to help you remain well and independent for longer. You can request a copy of any factsheet by calling our First Point of Contact (FPOC) on 0345 678 9044 or you can download them yourself at [www.shropshire.gov.uk/factsheets](http://www.shropshire.gov.uk/factsheets)

Organisations can sign up to Shropshire Choices and then manage and update their own information page absolutely free of charge. If you would like to add your organisation to Shropshire Choices, please go to [www.shropshire.gov.uk/shropshire-choices/shropshire-choices-directory](http://www.shropshire.gov.uk/shropshire-choices/shropshire-choices-directory) or email [shropshirechoices@shropshire.gov.uk](mailto:shropshirechoices@shropshire.gov.uk)



## **Shropshire Choices Support Finder**

Our **Support Finder** guide is full of support services, voluntary organisations and community-based solutions that are available across Shropshire to help you or a loved one lead the life you want as well as maintaining or regaining independence.

## **Vision Technology and Training Shropshire (VTTS)**

**VTTS** offers advice, support and assessments for people with visual impairment to help them regain their independence through the use of technology. VTTS also offer a transcription service to convert information into accessible formats, such as large print, Braille, Digital and Audio.



If you have any views or ideas about the information we publish or the way we communicate, contact us at Making it Real on 01743 257705 or email at [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk)



## Priority: Prevention –

Developing services that are preventative, through listening to and involving people we support, celebrating people's strengths to self-care.

**Joe Edwards is changing his life**  
(with just a little help)



### **Eating nothing but takeaways and weighing 21 stone; Joe's health was in danger.**

A fire at his flat left him with no confidence in the kitchen and living alone, he found his only friendship at the takeaway. He would go to the local shop for milk but he had no confidence with money. Alone, Joe relied on his landlord's visit once a month to read through letters, but he was getting into debt, missing important appointments and there were concerns about his general health.

This is when the Care Co-ordinator at Joe's GP arranged a visit for him to a Let's Talk Local hub. Joe had little idea about the hub. He says "I didn't think I'd get any help. I just thought I wouldn't be the right kind of person to get help". But since that visit Joe has started to change his life.

At the hub Joe met social work practitioner, Juliette, and the dynamic was right. "Joe didn't really know what help he needed" says Juliette. "He can be anxious and a little nervous, so I had to ask the right questions to work out his needs and strengths. Importantly he was open to change. Our first target was to build confidence in the kitchen."

Short term support was agreed to assist in planning, shopping and cooking meals. Joe is now being supported to cook a batch meal with fresh vegetables, from scratch, that he is able to reheat the next evening. His support worker is also helping with correspondence and debt management.

The impact is easy to see. Joe has removed takeaways from his diet altogether and has lost three stone in just six months. He feels the support has been invaluable; "with the help of my carer I can actually cook my own meals now. I couldn't do it before. It's really helped my confidence. I feel a lot healthier and happier." Support has reduced Joe's anxieties about daily living. He is now in a routine and has built a strong relationship with his support worker.

Joe's development has seen its ups and downs though. Unfortunately, shortly after his support started, he was involved in a hit and run car accident. Despite his injuries, Joe is reviewing his support and he's committed to bringing about a better life for himself.

If you'd like to find out more on how you can help improve your lifestyle and remain independent for longer click **here** or go to [www.shropshire.gov.uk/staying-independent](http://www.shropshire.gov.uk/staying-independent)





## Priority: **Using Direct Payments** –

Where funded support is needed, we will enable people to purchase that support via a Direct Payment that is easy to manage to promote choice and control.



In 2017 Jason became one of the stars of the TV programme the “Undateables”. To find out more about what was going on in his life, we organised an interview for the Local Account. Straight away Jason explains, “as a young autistic adult I am making steady steps towards independence”. Jason beams when he talks about “The Undateables” - the experience was “like winning the Lottery”. Not bad for an idea that came as a result of a chat with a friend in a local pub. His TV adventure has also taken him onto the “This Morning” programme and he says “fans have approached me – I can’t resist and so I talk to them”.

### **So, why are we writing about Jason in the Local Account?**

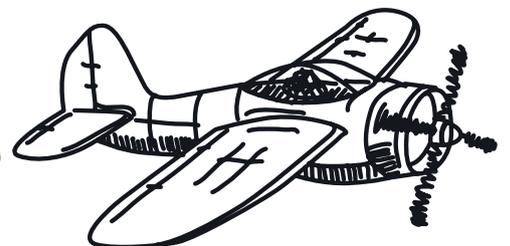
Well, some of the changes in Jason’s life began when he was challenged by Teri, a social worker, about the way in which he was using his direct payment. Jason was travelling to Manchester Airport each week and indulging his interest in planes. He could have carried on like this into old age. So Teri got Jason to rethink how his direct payment could help him become more independent. This wasn’t easy for Jason or Teri. The discussions were difficult.

Jason became stressed, particularly when money issues arose, but together they refocused and Jason started thinking about different ways of using his direct payment to help become independent, get a flat and move into paid employment.

It has taken time but the rethink was vital. Now, Jason has his own supported living flat where he’s been learning to prepare simple meals and he’s really good at managing his own money. He’s thinking of a move into a shared flat without support. Although not working at this moment, he has been employed in a nursing home kitchen for a year. So he’s got a better feel for what kind of job he would like and he’s talking with Enable (see page 9) about jobs to explore for the future. The TV adventure was just one of Jason’s steps towards independence.

All of this has come about with support from family, friends and social care staff, but primarily it’s been driven by Jason himself. He said “I’m not quite there but my independence is growing. I am braver now.” Jason was brave to try something new. Teri was brave to challenge his set ways. Family and friends have been brave to trust the decisions that Jason makes.

To find out more about Direct Payments click **here** or visit [www.shropshire.gov.uk/direct-payments](http://www.shropshire.gov.uk/direct-payments)





## Priority: Support after leaving hospital –



Continuing to work with partner agencies to enable people to regain independence on hospital discharge and return home.

A daughter of an elderly couple who were separated due to the husband being admitted into hospital, has praised the support they received from our social work practitioner Lana Massey. Earlier in 2017 Lana was able to help a couple reunite at home. Mr H suffered a stroke in January, which meant that he was separated from his wife after years of being together and helping each other. Despite a deterioration in her own memory, Mrs H was focused on getting her husband back home. Working with Lana, Mrs H and her family were able to get to grips with the discharge planning processes of the hospital, and with support from social care, Mr H has been able to return home. He now has a package of care provided by the carers who support Mrs H. He would have been unlikely to return home without this support, and most importantly an understanding of both his wishes and his ability to make decisions.

When asked about the difficult time in her parents' life and the support the family received from Lana, their daughter Beth said:

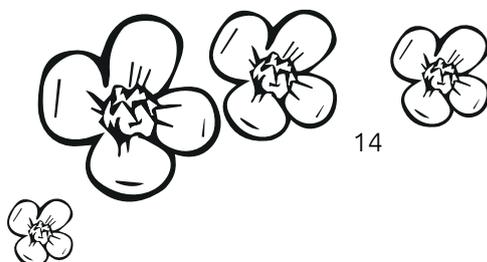
"Lana is extremely thoughtful and considered in her approach – she is utterly professional and yet

approachable too, an excellent combination in anyone's book! She always listens carefully and I felt fully respected by Lana, as did my mum more importantly. We did not have disagreements as she explained things clearly and concisely. Lana was extremely helpful and supportive, giving advice where needed but also encouraging my mum to be as independent and engaged as possible.

Lana was fully aware of the complexities of my mum's situation and all that it entailed and this was much appreciated by my mum. Nothing was too much trouble and she understood why things might have taken a little longer to get round to doing because of my mum's circumstances. She is a fantastic example of an effective, educated and productive team player and if everyone was like Lana, I suspect that there would be a much improved system all round!

Lana's approach has helped my mum and me so much over the last few months. Knowing she has been there to talk to if needed has been of great benefit and very appreciated indeed by us both."

*Well done Lana*



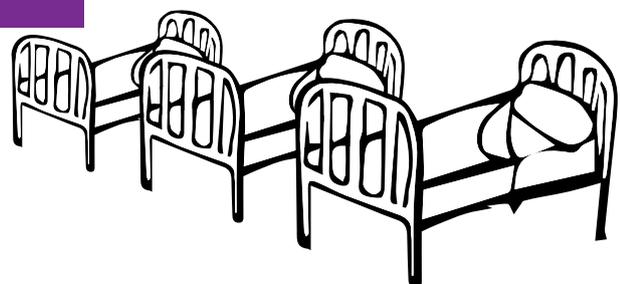


We know that no-one wishes to remain in hospital longer than they need to. In Shropshire social care and health organisations have joined forces and developed a series of initiatives to help people avoid entering hospital or assist them to return home as quickly as possible.

- **START (Short term assessment and reablement team)** – This team of 36 experienced workers support people in their own homes following discharge from hospital. Around two thirds of people regain full independence following the team’s visits.
- **Bespoke night time support** – ‘Two carers in a car’ who can travel to any household within the Shrewsbury area to provide support between 10pm and 7am (see page 6).
- **Carer support post-hospital discharge** – Carers Trust 4all offer support for carers around hospital discharge. Carers may feel anxious about losing routine, or the person they support on discharge may require more support. This Shropshire-wide service is provided directly for the benefit of the carer at a time of increased challenge.
- **Extra care units** – We have commissioned four new ‘independence’ units located within a local housing development. These are individually self-contained units where couples or single people can live, and where they can continue to receive therapeutic and care support prior to, and during, their move back to their own home. This type of support allows people who require a period of enablement in an environment where they can be accompanied by their partner and receive further support to develop their independence skills.
- **Let’s Talk Local hub** – There is also the hospital-based ‘Let’s Talk Local’ hub, offering information and advice (around visiting times) for people who are supporting friends, neighbours, and family members who are in hospital.
- **Additional beds** – We have commissioned a significant number of additional ‘discharge to assess’ beds in care homes. These are block purchased so they are there when we need them. It’s short term support for people coming out of hospital which enables people through a combination of residential care, therapies, and GP support to make a successful move home or on to a new place to live like residential care.

By working in new and innovative ways, we have seen a 96.7% reduction in delayed transfers of care since 2016.

For further information about support after leaving hospital click [here](#) or go online at [www.shropshire.gov.uk/leaving-hospital](http://www.shropshire.gov.uk/leaving-hospital)





## Priority: Ensuring people are safe –

Ensuring safeguarding responses are timely, outcome-focused and person



## I am Jessica!



“I was referred into safeguarding by my care agency. This is when I met Julie. I was experiencing domestic, psychological and financial abuse from my partner. This is my story. I am 80 years old. After 40 years of abuse I was helped to move out of my house and into a bungalow. I was helped by support workers and safeguarding officers, and I remember this experience as **before Julie** and **after Julie**.”

Before I met Julie, I lived with the ‘The Master’ and he was mean. He used to put up notes telling me not to use his food. He would shout at my carers as well. He used to cancel my care and wanted to stop me going to the day centre. But he was using my money to pay for the care; it used to frustrate me. He took my money and like the “King”, he would spend the days counting it but I did not have any access to it.

I had friends before but they stopped coming to see me because “The Master” was rude to them and told them to get out.

When Julie came to see me things started to change. Along with an advocate and my support workers, she helped me move. They spoke with ‘The Master’ and he threw my paperwork at them. He was an angry man.

When I left my house I was not allowed to take any photographs or clothes.

I live on my own now and it is much better, even though at first I was nervous. I’ve bought furniture and curtains. I am satisfied now and settled into my bungalow.

I now have full control over my money. I have my hair done every two weeks and I go shopping to buy my own food. I don’t need to worry about bills as I have an advocate who helps me pay bills and speaks to people for me. The police come to check on me. It’s nice to see them. I feel safe.

“The Master” has not been to see me since I left. I am pleased. I do not want to see him again. I have alarms to keep me safe and I can press a button and someone answers me.

I have my own friends and good neighbours. I have choices and I’ve even been to the pub to watch the football and have a half of Guinness.

I am much happier now, I am grateful and satisfied, I can do what I want and life is enjoyable.

### I am Jessica and it’s my life! “

Safeguarding means acting before the abuse starts or gets worse – it’s better to talk to someone sooner rather than later. If you have a concern or need advice call 0345 678 9044. Alternatively search **Keeping Adults Safe in Shropshire online**





## Priority: Using technology –

Promoting the choice and use of assistive technology what would make your life better?

### Fraser's Story one year on

It's hard to turn on a TV (or these days, open an app on a tablet) without being bombarded with news and opinions about new technology, its benefits and sometimes its drawbacks.

Technology has captured our imagination in everyday life, and it's grabbing our attention in social care too.

A year ago we spoke with Fraser about the replacement of his night time care with assistive technology. Recently we caught up with him and asked him how he was getting on. We started by asking about his life at the moment.

Slightly hesitantly, Fraser told us how things have changed since losing his night time care. It's not been a simple 12 months; he's had to sort a few issues with his care. But now he has a 'lifeline box' set up in his bedroom and this means he wears an easy to press emergency button on his wrist. Assistive tech has replaced night time carers. We asked him how comfortable he is with this.

"Yeah, I've got into it now. It was hard at the beginning but life moves on...and I'm coping with each day as it comes." He recognises the big change that he and his Mum have had to deal with but the great thing about Fraser is that he's been prepared to try things out.

At the time Fraser changed his night care, he also got hearing aids. They've made a fantastic change in his life and he talked me through what this has meant to his confidence when getting out and about.



Interestingly, he also has a small camcorder attached to his wheelchair which helps with his personal safety.

I want to know more and I ask if I'm right in believing that he does voluntary work? He does. Twice a week with the Street Pastors and the Signal Hub. At both he uses gadgets to help him out.

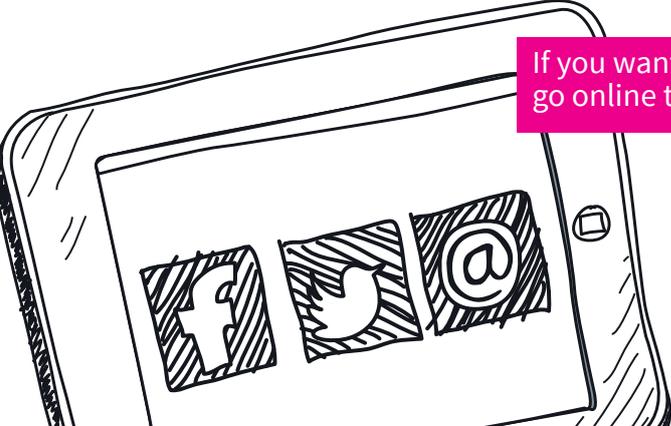
Finally I ask him about his week as a whole.

Immediately he tells me he's a big "Town" fan, in fact he's a season ticket holder. His personal optimism shines through when he expresses his thoughts about them becoming a 'Premiership team'. Fraser has high hopes.

He goes on to tell me about his busy and independent life: football, leisure clubs and voluntary work. All assisted by gadgets that are right for Fraser: night time assistive tech, smoke alarms, hearing aids, safety cameras, streaming devices.

When Fraser puts all this together, he's realistic. Life is not simple but it is "more comfortable", he is "more independent" and he is "getting on with more".

It's been great to catch up with Fraser and his gadgets. I leave saying "I'll email you later about a visit to **video** you at work".



If you want to find out more about assistive technology click **here** or go online to **[www.shropshire.gov.uk/useful-gadgets](http://www.shropshire.gov.uk/useful-gadgets)**



Steven in his own home with his sister Vicky

## Priority: Delivering housing options –

Developing housing options in the county to reduce homelessness and enable people to live independently



With a budget of £2.3 million, our housing services team work with a number of organisations to provide a range of housing advice, support and practical interventions. They work with those wanting to remain in their own home and requiring adaptations as well as those in housing crisis.

### ➤ Steven's story – a real life success story that could have gone so wrong.

Like the main character in the film “Sliding Doors” Steven's life could have gone in very different directions.

At 35 and running his own business, Steven was told he had Amyloid Fibrosis and was given just five years to live. That was 18 years ago, and although a life of illness with care support has been tough and at times stressful, Steven is still with us.

Then aged 49, Steven was correctly diagnosed with the (terminal) illness ‘Cadasil’ which led to him being placed in a nursing home. No one really understood Steven's condition, his needs or his wishes. At the worst moment just before the move, Steven's sister Vicky recalls; “One carer described Steven's increasing inability to move with co-ordination and growing speech difficulties as the result of a ‘drink problem’. It felt like Steven was an embarrassment, carers didn't understand him and the move to the nursing home was like closing a door on independence.”

Unable to speak with ease, Steven was crying out inside to get back to his local community.

Fortunately things began to change when he and Vicky were introduced to an advocate Glenda who still advocates for Steven. Glenda works for the independent advocacy charity PCAS and as she tells Steven's story she reminds herself; “I was told that Steven's social work case was closed. How could that be? Steven had not got what he wanted and so that was my challenge”.

Glenda went on to explain her role as an advocate;

to challenge, be the catalyst for change and make sure Steven's voice was heard. Steven was now

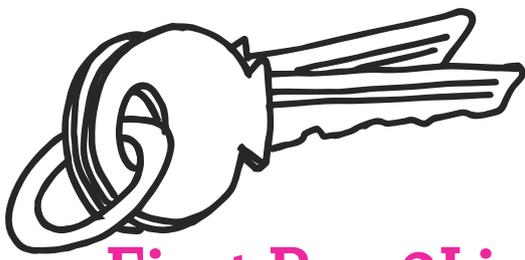
50 years old and facing the rest of his life in a nursing home – it was not the right environment for him, it took time but eventually the right people came together and as Glenda says; “If at times difficult, this was nothing radical or costly. It just meant that different services: occupational therapy, speech therapy, neuro-rehabilitation, housing,

were brought together by a social worker, to improve Steven's life.”

Accommodation came first, followed by an extensive review of his care. This resulted in Steven employing a Personal Assistant (PA) who goes out with Steven when using his motability scooter. Steven can now go out and see friends, keep in touch with acquaintances and get about in Whitchurch and beyond.

It's important to understand that Steven's story has not been easy. It has been fraught with frustrations, disappointments and a fair dose of determination. Now aged 53, he's been in his own home for nearly two years. A broad smile and a thumbs up show that Steven agrees, life is not easy but it certainly is better.

**Advocacy services:** PCAS (**Shropshire Peer Counselling & Advocacy Service**) is a independent advocacy service for adults with any disability. Many of our clients have multiple disabilities and complex needs. PCAS offer long term help and support to some of the most vulnerable people in the county.



## First Buy2Live home is a dream come true for Emma

A young Shropshire woman with disabilities has recently been given the keys to her first home thanks to a funding grant and support from local housing officers.

Emma became a home-owner through Shropshire Council's Buy2Live project which helps individuals with disabilities to part buy a home of their own.

Emma was previously living with her parents and had been looking for a place of her own for over five years. Unfortunately the available properties either did not meet her needs or were not close enough to her parents who wanted to continue to support Emma even when she was living independently.

Officers met with Emma and her parents to talk through the options and discuss whether Buy2Live was a suitable option for her. After months of meetings between Shropshire Council, Wrekin Housing Trust and My SafeHome, Emma was able to choose a suitable bungalow, close to her family. The property was purchased by Wrekin Housing Trust, who sold a percentage to Emma (who received funding from Shropshire Council in regard to the deposit and fees) with a mortgage arranged by MySafeHome. Shropshire Council then

co-ordinated and funded the necessary adaptation works to ensure the bungalow is 100% suitable for Emma, enabling her to benefit from full independent living.

Now Emma has the freedom and ability to live an independent life and make her own decisions regarding her lifestyle. The benefits of this scheme provide Emma's parents with the knowledge that she will be safe in her own home, for the rest of her life. Emma's parents said.

"At this stage of our lives, it is important that Emma gains her independence. We're sure that Emma's life will continue to blossom. Shropshire Council have been magnificent. This is a dream come true."

What great news Emma! We wish you all the very best in your new home.

If you want to find out more about the Buy2Live scheme email [housingoptions@shropshire.gov.uk](mailto:housingoptions@shropshire.gov.uk) or call 0345 678 9005 quoting 'BUY2LIVE'.



## Making the positive step into a shared home life

Making it Real visited Sheila and Matthew, two individuals who are living with families as part of Shropshire's Shared Lives scheme. The scheme is provided by people who are able to offer a place in their home to an adult with a learning disability or is deemed to be a vulnerable adult. You can hear their story [here](#) or online at [www.shropshire.gov.uk/personal-stories](http://www.shropshire.gov.uk/personal-stories)

Since 2017, the council and its partners have supported 84% of adults with learning disabilities to live in their own home or with their family.

If you want to find out more about housing options and support click [here](#) or go online at [www.shropshire.gov.uk/shropshire-choices/housing](http://www.shropshire.gov.uk/shropshire-choices/housing)

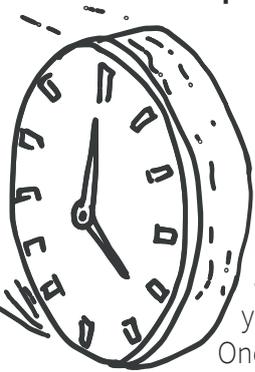


## Priority: Support with a work focus -

Providing meaningful and purposeful day opportunities for those in need, alongside employment-focused support



### Sorry, but I haven't got the time...



Six years ago John spent every day of the week at two day centres specifically for adults with learning disabilities. Although a perfect place for some people, after 20 years of attendance John grew to hate it. One day in 2012 he decided he'd "had enough". He wanted to do his own thing.

His decision was met with a range of responses. Understandably, loved ones had worries and concerns. The cynical view said "he'll just end up wandering the streets with nothing to do". But John found someone who listened to what he was saying and supported him to make his own decisions. With support he found local groups and activities to try, and chose to find his own voluntary work and that was the start.

It has not all been plain sailing. John did make mistakes while finding his feet. He remembers,

"I found my own flat at the same time I was looking for voluntary work. It was great." But as John enjoyed his new found freedom and independence, he also overspent his budget.

It couldn't last and it didn't. John has pushed through his troubles and slowly he has overcome family worries about living alone, and not going to the council 'day services', and he has gone on to build his own interests.

Over the years John has actively involved himself in voluntary work with Oxfam and the League of Friends; service development reviews with Bethphage Care as a 'Q Team Checker'; feeding back to Making it Real about Shropshire Council's adult social care; and working as a 'Meeter and Greeter' with our Let's Talk Local hub in Bridgnorth. He has been involved in 'Walking for Life' activities and he has finally learnt to swim. In 2017 he also gained part time paid cleaning work.

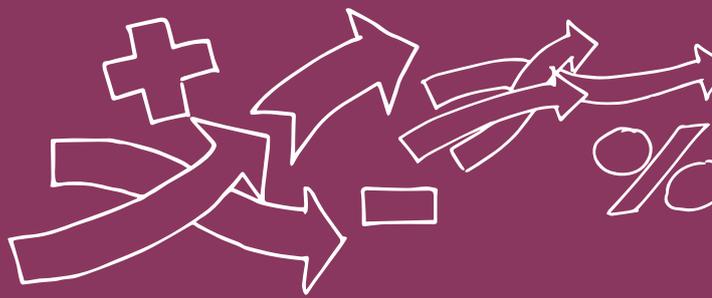
John still receives support. There are some things that he needs from others in order to stand independently, but now he supports others as a volunteer as well as receiving support himself.

And here's John's final words "Tell others to go and try it, see if they like it and if they like it, go for it. I did and I'm happy now".

If you want to find out more about training and employment opportunities for people with disabilities click [here](#) or go online to [www.shropshire.gov.uk/employment-and-volunteering](http://www.shropshire.gov.uk/employment-and-volunteering)



# Performance Matters



The Adult Social Care Service User Survey is a set of information that every council collects. It allows us to see how well we are doing when compared to other councils, and to help us to decide what we need to improve.

The information tells us about how effectively services are helping vulnerable people to live safely and independently in their own homes, and the impact that these services have on their quality of life. The table below shows us how well we are performing. Click [here](#) for more information or go to [www.shropshire.gov.uk/social-care-surveys](http://www.shropshire.gov.uk/social-care-surveys). You can also find the latest performance data for our adult social care services on our performance website at <https://shropshireperformance.inphase.com/>



## Understanding the views and experiences of adult social care service users 2017/18

Shropshire Council

**About the survey**

A random selection of service users were contacted who had received help or support from adult social care in the last 12 months	<div style="font-size: 2em; font-weight: bold;">402</div> services users gave us their feedback <small>January to March 2018</small> 	Ages varied between 18 $\longleftrightarrow$ 107  Average age was <div style="font-size: 2em; font-weight: bold;">72</div>	<div style="font-size: 2em;">63%</div> had physical support, 23% had learning disability support, the rest had mental health, sensory, memory or social support 
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<b>Enhancing the quality of life for people with care and support needs</b> 	Service users scored their <b>quality of life</b>  <div style="font-size: 1.5em; font-weight: bold;">19.5 out of 24</div>	But only <b>49%</b> said they have as much <b>social contact</b> as they want with people they like 
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<b>Ensuring that people have a positive experience of care services and support</b> 	<div style="font-size: 1.5em; font-weight: bold;">7 out of 10</div> users said they were satisfied with the social care and support they received 	<div style="font-size: 1.5em; font-weight: bold;">71%</div> said it was very or fairly easy to find information and advice about support, services or benefits 
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<b>Ensuring that people who are vulnerable feel safe and protected from harm</b> 	<div style="font-size: 1.5em; font-weight: bold;">71%</div> said they feel safe (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home) 	<div style="font-size: 1.5em; font-weight: bold;">9 out of 10</div> said the services they receive help them to feel safe and secure 
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For more information contact - Feedback & Insight Team, part of Commissioning Support

\*data as of April 2018. Please note the data in this diagram is waiting verification from NHS Direct and therefore may be subject to change. The final data will be published in the autumn.

# Our priorities for 2018/19

## Our future priorities



Our vision for adult social care in Shropshire is founded in the principle of building independence and contribution to society for people with health and social care needs. We believe we can help achieve this by providing the right response, guidance and information to people at the right time and in the right way

Andy Begley, Director of adult social care and housing



There are four overarching priorities to our work in the coming years:



### **Creating resilient communities and helping you to continue living independently**

access to information and advice that supports well-being (whether inside or outside of statutory services)

partnerships with local communities, providers of health services and a strong and diverse Voluntary, Community and Social Enterprise (VCSE) sector



### **Helping you prevent or reduce needs**

focus on people who may be at risk of needing help in the future

easy access to professional staff (through our First Point of Contact or through one of our accessible Let's Talk Local venues).

enhanced preventative services



### **Delaying the impact of your needs**

help to regain the skills to live independently and recover from illness

support that is specific to the individual which maximises choice and control

equipment, adaptations, assistive technology and reablement care and support that enhances independence



### **Meeting your needs through a creative approach to care that is value for money**

easy to access support

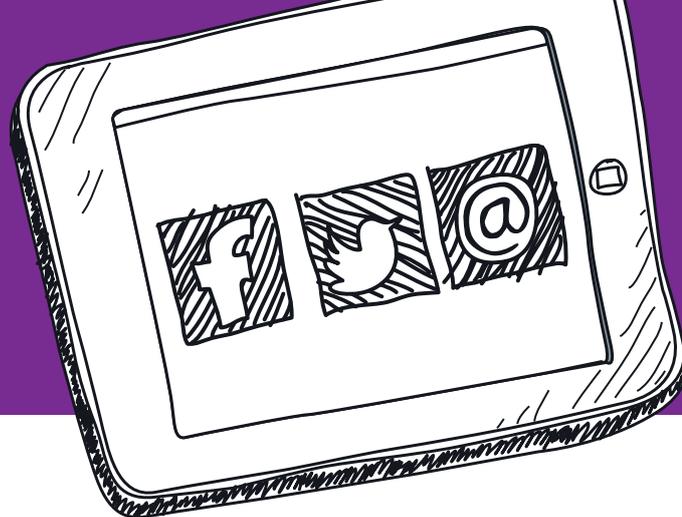
frontline social work and Occupational Therapy support that is part of a comprehensive service involving commissioning, training and development, and brokerage

close partnership working with health to manage well-being and if necessary the move in and out of hospital

Our path to success is a shared responsibility that has to involve adult social care, partnership organisations such as health and the voluntary and community sector, all working together with communities, families, carers and individuals.



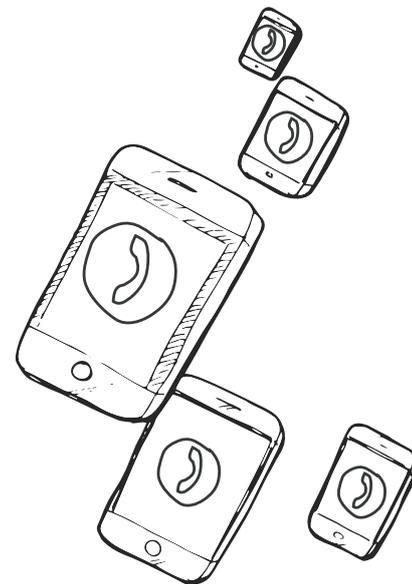
# Useful contacts



**Shropshire Council** – [www.shropshire.gov.uk](http://www.shropshire.gov.uk)

**Shropshire Choices** – [www.shropshirechoices.org.uk](http://www.shropshirechoices.org.uk)

Bins and recycling	0345 678 9007
Concerned about someone – Safeguarding report it line	0345 678 9044
Council Tax	0345 678 9002
Enable: supported employment services	01743 276 900
First Point of Contact (adult social care)	0345 678 9044
Housing services	0345 678 9005
Making it Real Shropshire	01743 257 705
Report anti-social behaviour	0345 678 9020
Shropshire and Telford and Wrekin adult mental health services	0300 124 0365
Shropshire Libraries	0345 678 9034
Vision Technology and Training Shropshire (VTTS)	01743 257746
Welfare reform team	0345 678 9078



## Other organisations

A4U – advisory group for people with disabilities	01743 539 201
Age UK Shropshire, Telford and Wrekin	01743 233 123
Carers Trust4All – Carers Support Line	0333 323 1990
Community Advice and Advocacy Network (CAAN)	01743 284 178
Positive Steps Shropshire (Shared Lives scheme)	01743 251 568
Shropshire Seniors	01743 891833
Shropshire Peer Counselling and Advocacy Service	01691 658 008
Taking Part Shropshire, Telford and Wrekin	01743 363 399



# Making it Real in Shropshire

## Adult Social Care Local Account 2017-18



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

### **What do you think about this publication?**

If you have any feedback about the Local Account email us on [makingitreal@shropshire.gov.uk](mailto:makingitreal@shropshire.gov.uk) or call us on 01743 257705

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