

# Solihull Adult Social Care Local Account 2021-22



**Solihull**

METROPOLITAN  
BOROUGH COUNCIL

# Solihull's Local Account – our annual report for Adult Social Care 2021-2022

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# Foreword

2021-22 was another year of unprecedented challenges and change for adult social care. The continuing impact of the COVID-19 pandemic saw emphasis on the vaccination rollout with a focus on ensuring that people who needed protecting most, and those who care for them, were vaccinated as soon as possible.

Learning to live with COVID brought new challenges with the reopening of the economy and of travel. Infection outbreaks continued, which saw the care sector trying to manage the balance between freedoms and a return to normal life with risks for individuals.

While this was happening, our care workforce continued to support our residents – in their own homes, in specialist housing and in residential and nursing homes. Our day services stayed open, managing risks and providing people with the social stimulation and companionship they needed, as well as providing much needed breaks for those that care for them. We worked with the sector to manage any outbreaks and support the delivery of good quality care.

We also ensured that the care sector received the government grants to support them in managing infection, and to meet testing and vaccination requirements. We distributed to care providers the additional funding to support recruitment and retention

in their workforce. We produced a Workforce Strategy to set out how we are approaching the challenge of attracting and retaining good people to work in care, to meet the demands of the present and the future.

We sought to improve the access to breaks and support for carers, and to ensure that people could access the support they needed.

Keeping people safe remained one of our key responsibilities and we continued our focus on preventing harm and abuse as well as responding to reports of abuse quickly and effectively. With some COVID restrictions remaining in place in 2021, we took opportunities to remind our partners, including the care workforce, of their responsibilities to raise safeguarding concerns when they became aware of situations indicating abuse or neglect.

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



**Cllr Karen Grinsell**

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



**Cllr Tony Diccico**

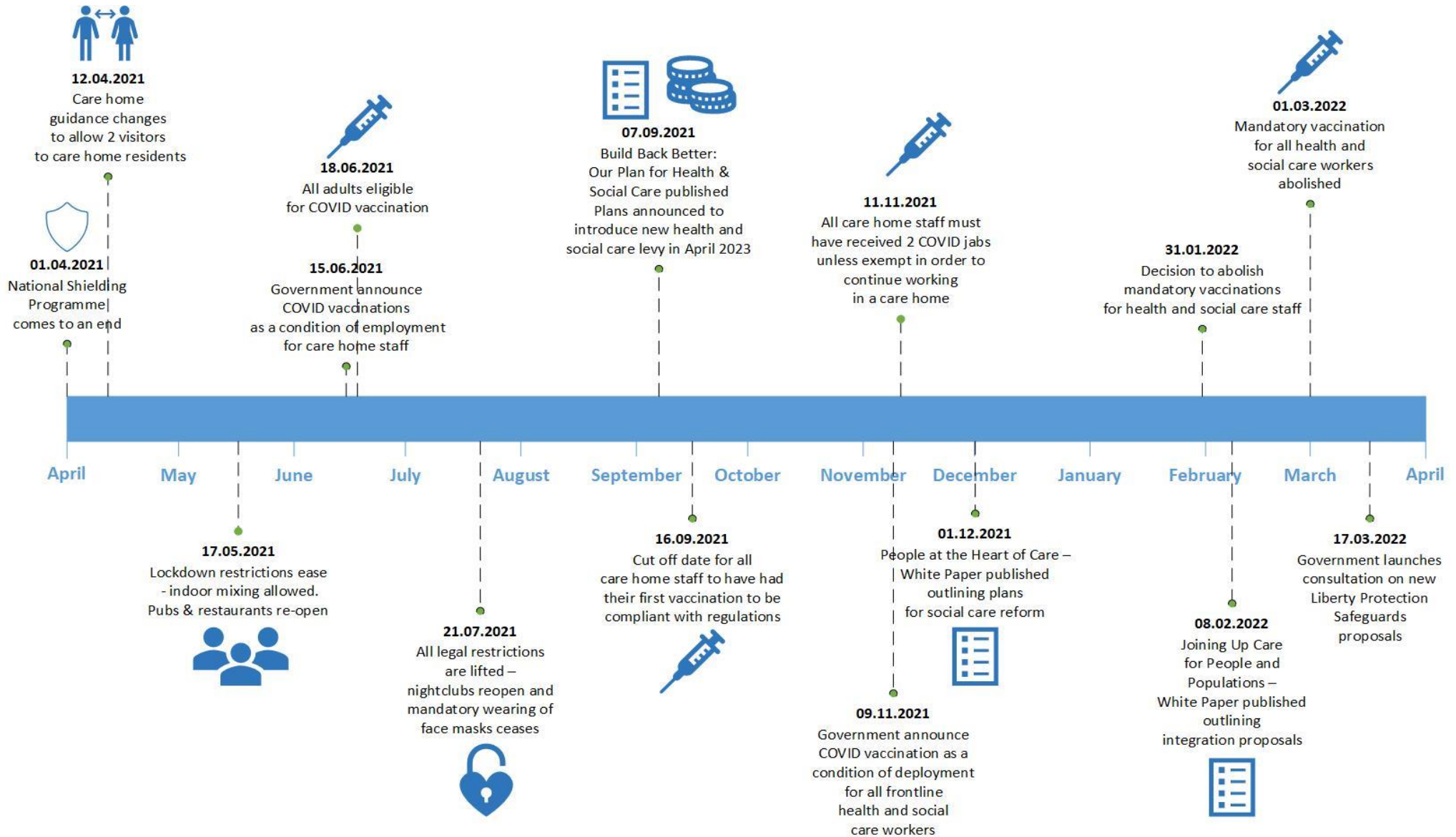
Cabinet Portfolio holder Adult Social Care and Health



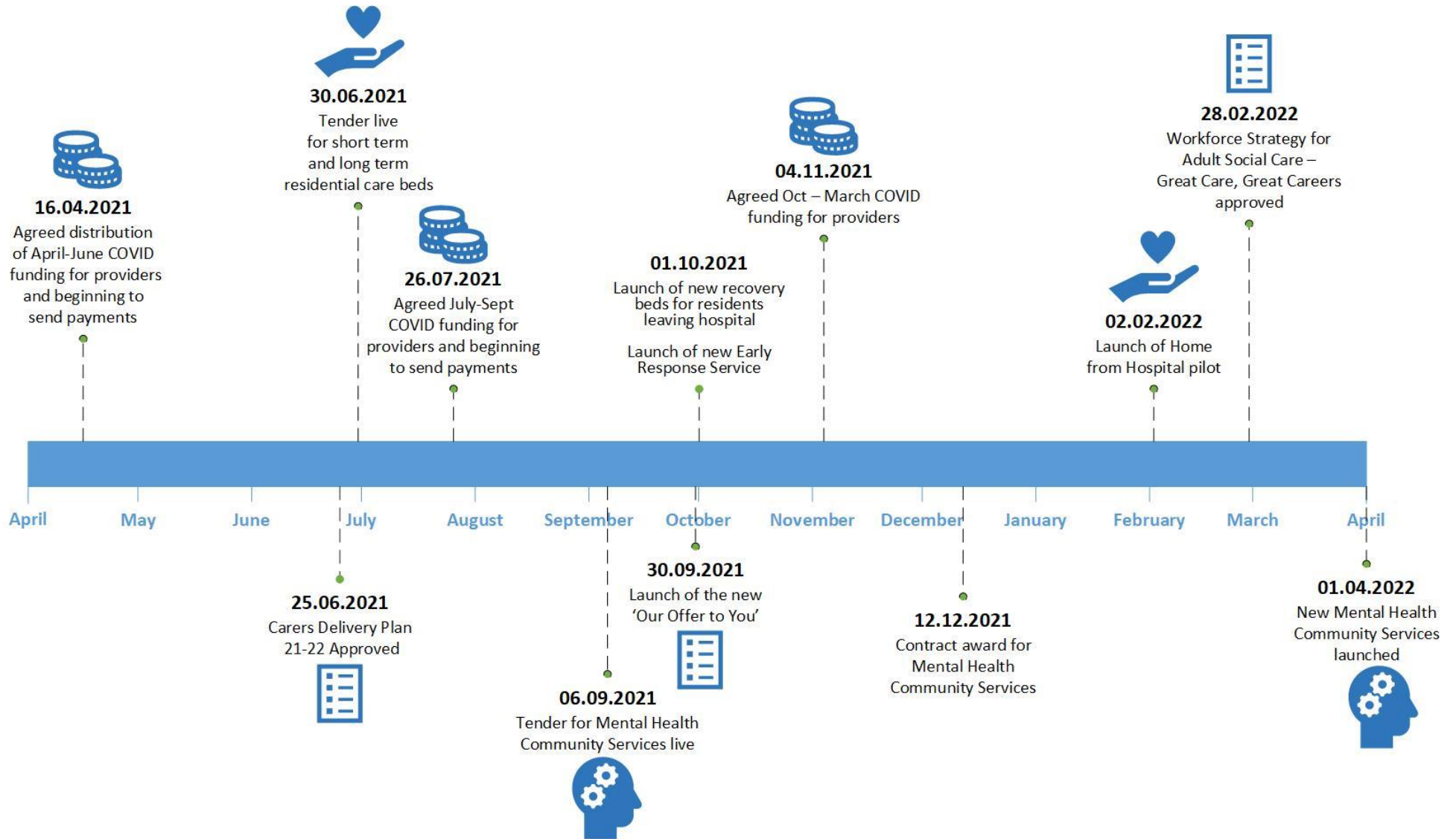
**Jenny Wood**

Director for Adult Social Care

# National context – key events from 2021/22



# Local context – key events from 2021/22





# Key Facts and Figures



- Solihull has around **215,000 residents**



- Solihull has slightly fewer younger adults (aged 18 – 39) compared to national averages, **more people aged 65+**



- In 2011 there were **24,000** unpaid carers in Solihull. We estimate the current number is at least **27,000** pending information from the 2021 Census



- The number of people from ethnic minority backgrounds has **doubled** between 2001-2011 and this upward trend is expected to continue



- Overall, life expectancy in Solihull is **longer** than national, however, there is a more than 10-year difference, between least and most deprived areas of Solihull



- Nearly **4,000** people in Solihull have a learning disability



- Over **6,000** people under 65 in Solihull are physically disabled



- In 2017, 20,000 people were estimated to have a diagnosed mental health condition, and this is **expected to increase**



- In 2017 it was estimated that there were around 1200 autistic people (aged 18-64) and this is also **expected to increase**



- Solihull has a higher-than-average rate of care providers who have been assessed as 'good' or 'outstanding' by the Care Quality Commission (CQC)

All of the figures above are drawn from the Council's own data, or the most recently available information from a range of public information sources such as the national census as of June 2022. This is a summary of a wider set of information we use to help develop the right services for Solihull residents.

# What is adult social care?

The delivery of adult social care is the responsibility of the local authority. Solihull Council has an Adult Social Care Directorate to arrange care and support services to adults in Solihull, working with a range of other local authority functions to support people in our communities, including Housing, Public Health, and Children's Services. Solihull Council works to help residents plan for the future and live as independently as possible, manage their everyday needs, adapt to new circumstances, and stay safe from harm. It does this through working with local care providers, colleagues in the NHS, and the voluntary sector.

All our work is tested against our Directorate Purpose:

***'To enable people to stay as independent and well as possible for as long as possible. When people do need long term support, this is timely, proportionate, responsive and good quality and enables people to continue to live their lives the way they want to'.***

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

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

This vision for Solihull Adult Social Care was developed through our Solihull Adult Social Care 5 Year Plan and is built on the following principles which can be found in [Our Offer to You](#).

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



# What feedback have we received?

We continued to welcome feedback in 2021-22 to help identify where things are working well and to highlight where improvements may be needed.

**We received 33 complaints about adults social care functions**



**Compared to 35 complaints in 2020-21**

This also continues to be lower than the level of complaints received pre-pandemic. In addition, 83% (19 out of 23) of complaints about adult social care teams and adult social care charging investigated in 2021-22 regarding our adults social work teams were closed within the Council's internal 30 working day timescale. The other 10 complaints were about commissioned care providers.

## We received 205 compliments in 2021-22

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

***“Although mum has been with yourselves for a short time I wanted to express our appreciation for the support you provided to me, my sister and our mother. It has been very difficult in many ways but we are extremely grateful for what you have been able to facilitate us being with our mother. The staff who look after mum have been great and very respectful. You have supported us to get through this. Thank you”***

***“I would like to thank you for everything that you personally did to support Mum and advise us. Please also pass on my thanks to the teams involved for the professional way in which they handled mum's hospital discharge. I would also be grateful if you would pass on my gratitude to the member of staff within the DoLS Team, for the way they dealt with the various DoLS applications.”***

*“I just wanted to say thank you so much for helping our family through this change of lifestyle for our mom. The efforts you all went to in celebrating my mum’s birthday were overwhelming and I know she was secretly thrilled.”*

*“Please pass on our heartfelt thanks to X who answered our telephone call this morning and to the Team Manager, for all their help and support today. We feel that their Line Managers, should be aware of how outstanding their care and attention has been.”*

*“I would like to thank a member of staff for her hard work and professionalism. My mother left hospital after breaking her hip and was very distressed from her experience there. My sister rang X and she explained how we needed help. X did her very best and organised the very best care for my mother. She was very understanding, sensitive and assertive. She was organised and communicated so well with me and my sister, who was desperate for help at the time. My mum is now back on her feet all thanks to X.”*

*“I just want to thank you very much indeed in supporting and looking out for my mum this last year. Everyone was kind and mum really took a liking to them. It was tough time for her and you really made a difference and helped her carry on as independently as possible. This gave me immense peace, as I live a long way from her. I would also like to praise the office staff. Every time I had a query you were fast to resolve it. I never had to wait to get through on the phone. You responded to my queries by looking at the information instantly and I valued the efficiency massively. Everyone I spoke to, without exception, was so nice. I would not hesitate in recommending your services to anyone. Thanks again”*

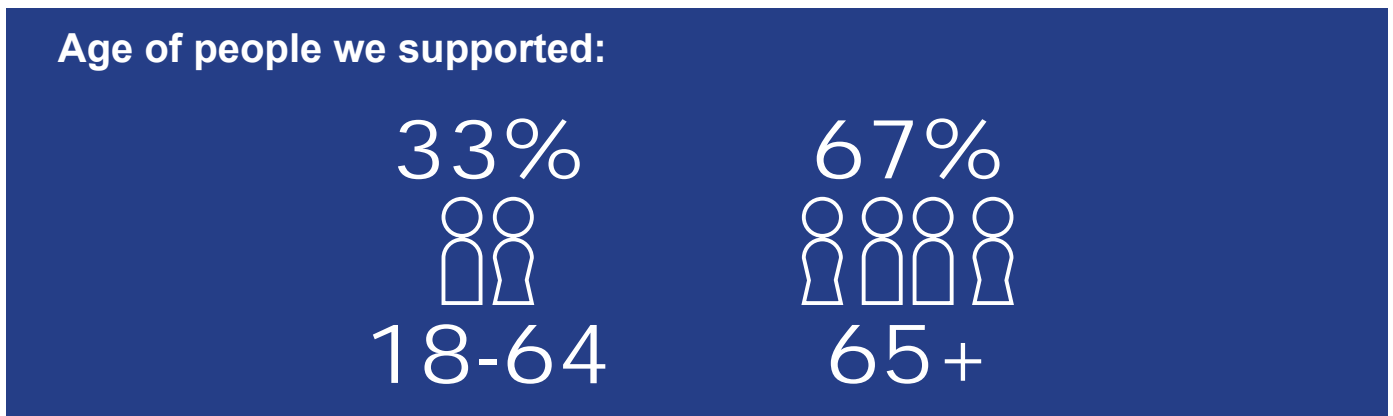
# Who did we support during 2021-2022

There were 12,367 individual contacts with adult social care, an increase of 20% on last year. Of these, 5,055 new adults approached Solihull Council for support, a 13.5% increase on the previous year. These large increases in demand followed a return to more normal life after the vaccination roll out.

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



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



# What kinds of support did they receive?

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



We changed our approach during 2021-22, bringing in light touch assessments for those being discharged in hospital into short term reabling services and increased our use of those services. People only then had a full Care Act assessment where they would need long term support.

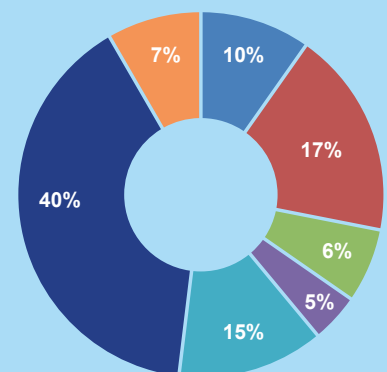
## For those who received long-term care and support, what type of support did they receive?

73% of support provided was in the community, with only 27% being residential or nursing care. This reflects our work to keep people in their own home wherever possible. We support people to move to supported living or extra care housing where this would provide an opportunity to maintain their independence, as well as benefiting from on-site support and being part of a community.

As well as long term support, over 30,000 pieces of equipment were issued to support residents to maximise their independence, and short term support was provided in care homes and in people's own homes for respite, to support discharge from hospital and to reable people.

### Long-term social care support provided in 2021/22 for Solihull adults

- Nursing
- Residential
- Supported Living
- Extra Care
- Direct Payment
- Home Care
- Day Care



# What did we spend on adult social care in 2021-2022?

## £112.2 million total spend

Including spend on care, assessments, staffing, commissioning and safeguarding. (Includes over £6 million of COVID-19 funding distributed to care providers).

## How was this funded?

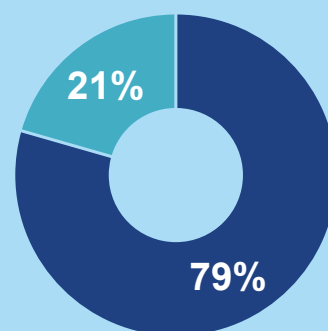
£58.7 million from mainstream council funding, with the rest met by £55.9 million of specific grants, contributions from health bodies and contributions from individuals towards the cost of their own care.

### How was the funding used?

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

#### NET spend

- Care Assessment, Management, Commissioning and Safeguarding
- Care for people

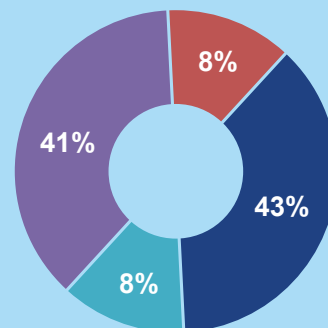


### How was that shared between people with different needs?

57% of spending supports care for younger adults, who often require more intensive support packages.

#### Gross spend on care

- Mental Health
- Older People
- Physical Disability
- Learning Disability

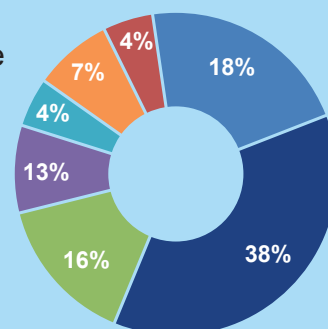


### Which services did that fund?

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

#### Total spend on adult social care

- Pay
- Residential/Nursing Care
- Housing with Care
- Care/Support at Home
- CWS
- Direct Payments
- Day Services





# How did we spend grants to support care providers to manage during COVID risks?

## Funding to support with infection control and vaccination

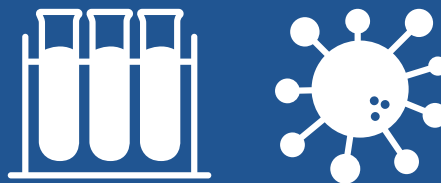
This government funding recognised the new requirements on care providers to shield, provide care bubbles and support safe visiting.



**£2.65 million**

## Funding to support with testing

Further government funding was received to support regular testing of care home staff and staff delivering community care.



**£1.61 million**

## Funding to support with Omicron variant

When the Omicron variant emerged, further funding was added to provide further support because of the increased transmissibility.



**£217,589**

## Funding to support with retaining and recruiting the care workforce

Recognising the pressures on the social care workforce, additional funding was made available, to support recruitment, rewards for staff and additional training.



**£1.67 million**

**94 adult social care providers in Solihull accessed the funding above during 2021-2022.**

# What did we deliver during 2021-22?

We have grouped our key achievements under four areas:

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

## People and communities



*Shopping with support from Day Opportunities staff*

## Equality and diversity

To deliver the care and support that people need, we recognise each person is an individual whose needs should be met in a way that enables them to feel safe and free from discrimination. This means making sure that we understand what is important to people, and that we have staff who are appropriately trained to recognise and work with people on their individual needs. We need services that are welcoming and recognise the diverse interests and access requirements of our residents.

In Adult Social Care, our latest work around equality and diversity included plans for a staff survey to inform a new directorate action plan to ensure that a diverse range of voices informs our direction and priorities. We are continuing to develop our staff to have a detailed understanding and awareness of the ways in which equality and diversity need to be embedded in every aspect of how we provide information, assess needs and develop appropriate support with people who have social care need.

## **Engagement**

Hearing the voice of residents is essential to making sure we have services that support people in the right way, and in making sure that we understand people's needs. In 2021-22, we spoke to residents and interested local organisations about a range of different service developments and to inform our long-term planning. People who access services, their carers, organisations who provide services as well as colleagues from the NHS and third sector support were all part of surveys, workshops and focus groups to improve or develop our policies, strategies, and services.

The development of the Workforce Strategy, the Carers Strategy, Day Opportunities Strategy, Solihull Home First development (support to go home from hospital) and the new Housing Assistance Policy were all informed and shaped by the views of residents and partners, helping us understand what is most important to people and partners as well as knowing what has worked and what has not.

Engagement with care providers has helped us to identify the main challenges in recruiting and retaining good staff, and to design pilot projects to try and address those challenges.

Engaging with our residents who use care services or are carers has given us better understanding the extent of the impact of the pandemic on our carers and people accessing day opportunities and therefore shaping how we are planning to meet their needs longer term through the strategies and action plans that they fed in to. In both pieces of work, we heard about the impact of loneliness through the pandemic and raised the challenge of how we can help people to stay better connected.

## **Carers**

Unpaid carers make a huge contribution to Solihull, supporting friends and family members to live well and to maintain some independence. We recognise the difficulties that carers in Solihull have faced and continue to face as we move into the living with COVID phase. In 2021-22 we carried out extensive engagement with carers of all ages, including some of our own Council workers who have a caring role.

Carers have told us how much they value the support they receive from Solihull Carers Trust. We know that we need to reach more carers who would also benefit from the services available. Carers also told us of the loneliness they can face, and how this was worse during the pandemic. To help connect carers we started a pilot

to identify and engage with more carers through the online carers community called Mobilise. This is a service which offers carers information and advice and forums to connect with carers facing similar challenges which is accessible 24/7. We will use what we learn from this pilot to continue to develop our offer to carers.

Carers told us that caring for a loved one can affect their own mental and physical health and they need to have access to flexible breaks to suit their circumstance. We are working with carers to identify the different ways in which they would like to take a break from their caring responsibilities. We aim to have different options for carers to obtain respite and will be working to achieve these in the coming months. Carer feedback has shaped our delivery plans to improve carers services and shape the priorities in our Carers' Strategy for 2022-2027.

## **Safeguarding**

2021 saw the introduction of the Domestic Abuse Act with new legal duties and responsibilities councils. We had prepared for these legislative changes and what they would mean for practice and ensured staff received sufficient training so they were confident in understanding their responsibilities.

We continued to support the priorities of the Solihull Safeguarding Adults Board on reducing exploitation in Solihull, a focus on learning from Safeguarding Adult Reviews, and strengthening the relationships with the boards and partnerships in Solihull who have responsibilities for keeping people safe.

Through our lead role in a local exploitation reduction delivery group and in leading the board that oversees the group's work, we focussed efforts on making sure staff are aware of the procedures, tools and resources available to support their practice, and checking that these resources are having an impact. We also sought to raise awareness with the public and local businesses through our exploitation communication plan.



## Supporting care quality



*Day Services team in action*

### Living with COVID

Whilst we are now all learning to live with COVID, the virus is still circulating and presents a real risk to health, even where people have been vaccinated. We worked with colleagues in the NHS to make sure that we identified and supported priority groups to access their vaccinations and get vaccinations to those unable to go to clinics.

We supported thousands of care staff, across 61 care homes, and dozens of community care providers to have their vaccinations. We also supported the roll out of vaccinations for residents across Solihull care homes, working with the NHS to get the vaccinations into homes, reducing transmission and impact of the virus on residents. This helped keep our care homes open, and protect residents, making it possible to allow visitors to return.

Making sure that all those who need it were able to access vaccinations and boosters has been a key part of returning to something that looks more like normal life. However, many still live with either the impacts of the virus on their health (long COVID) or concerns about the risk COVID continues to present to them.

Our care providers, and our social care staff have worked hard to ensure that people are kept safe and are continuing to ensure they are following best practice in supporting people.



## Ensuring safety and quality during COVID

Care providers have worked in partnership with Adult Social Care and Public Health in Solihull to deliver good care and support throughout the COVID-19 pandemic, adapting and responding to changes in national guidance on infection control and vaccination regulations. They have worked hard to ensure services remained open as much as possible, whilst delivering care to the safe standards expected.

The Adult Social Care Commissioning Team has been monitoring the quality of the services being delivered. The Care Quality Commission temporarily suspended their inspection of providers during the pandemic. We therefore increased calls to providers to make sure we knew that residents were being kept safe. We worked with health partners eg Support to Care Homes team in University Hospitals Birmingham to support, responding to any concerns (from the public, social workers, health or from national data) and ensuring that these were addressed in a timely and effective way.

We have built stronger relationships with care providers which helped us to support them to maintain the quality of care delivered through the pandemic. Local care providers have reported that they find the support of the Council helpful and we intend to keep on developing those strong relationships.

## Workforce Strategy: Great Care, Great Careers

Our adult social care workforce is the backbone of the care sector, crucial to helping people with care and support needs.

That puts a dual responsibility on the Council - to ensure enough skilled and compassionate staff to care for people when they need it – and to equip those staff with all the knowledge, support, and resources they need to fulfil their role.

We worked with care providers to develop [the Solihull Adult Social Care Workforce Strategy 2022-27: Great Care, Great Careers](#) to help tackle some of the challenges in the care sector – both in terms of recruitment of skilled staff and retaining them within the care sector. There are national and local challenges to getting people to work in care in all parts of our borough, including housing costs and transportation.

As part of developing the Strategy, we carried out extensive engagement with social care providers and partners through workshops and surveys. This engagement with providers led us to believe that social care staff often do not feel valued, that there are significant challenges around transport and also highlighted the constant struggles that providers are facing with recruitment in a competitive job market.

The Strategy, therefore, focuses on these three key priorities:

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

## Working with partners



*Launch of Mental Health Matters drop in with Cllr Diccico (centre) and Jane Hughes CEO of Mental Health Matters (right)*

## Home First: service developments

In 2020 we tested a new service to provide support to people who may otherwise have been admitted to hospital because they needed additional support – the Homes Discharge Service. Building on the success of that service in supporting people home from hospital, in 2021-22 the focus was on improving services to prevent admission and supporting people to get home from hospital who do not need care support to do so.

The Early Response Service (ERS) provided by Universal Care Services builds on this, supporting people who are at home by providing prompt support to prevent a crisis which could result in a hospital admission. The service also helps to allow for a return home from hospital on the same day for people who needed to go for checks or treatment.

Where people are unable to go straight home after a stay in hospital, we have ensured that there are more temporary residential care beds available in Solihull which enable people to continue their recovery and regain more independence closer to family and friends. People are then supported to return home wherever possible. Providing this support close to home is really important to families.

We have also introduced a Home from Hospital service provided by Age UK to support people who need help to come out of hospital, but do not need care support. This service can help settle someone back home: topping up the electric meter, shopping or support to make some adjustments to make it easier to move around the house whilst recovering. People can also be helped to obtain further information and advice and connections to local agencies through this service.

All of these services have made a real difference to the residents of Solihull and have helped manage the pressures that hospitals have faced during the pandemic by providing safe and timely discharges for residents.

## **Mental Health**

During 2021-22, we improved the provision of mental health community services for Solihull residents. More people had been struggling with their mental health because of the isolation, loss of support networks, bereavement, financial and relationship worries created by the impact of the pandemic.

Mental Health Matters was awarded the contract for our [borough-wide drop-in services](#), providing direct access to support for people on request, from three sites in Solihull. This has helped to make access easier for people to obtain informal and activity-based drop-in services which people can attend as they need to. These are now places where people can develop their skills, build support networks and access other support to help manage their mental health difficulties.

We have also created an [Enablement Service](#), also delivered by Mental Health Matters, for people with social care needs relating to their mental health. This service was launched in April 2022 and supports people to define what they want to achieve in their mental health recovery, and works with them to manage their domestic tasks, return to work, and to build a network of friends around them, for example.

## **Delivering COVID support**

During 2021-22 we have continued to work with differing levels of COVID alerts, government guidance and regulations.

Throughout this period, we have been working with our care providers to provide the best support we can to our residents.

This has included:

- Distributing £6m of government grants to providers of care and support in the Borough to help them to manage infection control risks, support with testing and vaccination and to help them improve their recruitment and retention of care workers.
- Working with care providers where they have experienced infection outbreaks to provide support in managing these and to reduce the risk of infection to

those especially vulnerable. Supporting care and support providers to help their staff access vaccinations and the latest vaccination information.

- Supporting the roll out of vaccinations for family carers and making sure that those who were eligible were invited to attend for their vaccine. Ensuring there is dedicated support for residents who do need care and support and had tested positive for COVID, whether in their own homes or in a residential setting.
- Supporting our Day Opportunities sites to remain open and providing places for people to safely meet others, although with lower capacity for safe distancing.
- Reopening face to face services information and advice services, for those who needed them.



## Accelerating improvements



*Sustainability champions at Park View with Cllr Diccio*

## Environmental responsibility

Environmental responsibility is a key Council priority, and our action plan sets out how we will work together to deliver sustainable services with a 'low carbon impact' that supports the [Solihull Net Zero Plan](#).

We have seen the environmental benefits from new working arrangements and technology improvements reducing the environmental impact of home to work travel as well as travel journeys to attend internal and external meetings.

There has been a 61% reduction in business miles from 223k miles in 2018/19 to 86.7k miles in 2021-22. Additionally, the use of digital communication and development of electronic systems and processes has seen a 74% reduction in printing from 750k sheets in 2019/20 to 272k sheets in 2021-22.

Our Day Opportunities South Team have established a Sustainability Champions Staff Group working with people who attend the day centre to improve sustainability of the centre. They are taking proactive steps to raise environmental awareness, having events such as 'switch off fortnight' to monitor and reduce energy usage and improving recycling to reduce the amount of waste that goes to landfill.

To support the sustainability of our commissioned care services and workforce we have given funding to providers to support them to buy or lease hybrid or electric vehicles. Additionally, we have bought two electric mopeds to be used by care at home providers to travel around the Borough.

Through our commissioning activity we will continue to work with partners to improve the environmental sustainability of service delivery as well as exploring the connection with nature that supports human and environmental health and wellbeing for the people.

## Exploitation reduction

There has been significant progress in the delivery of Solihull's All Age Exploitation Reduction Strategy 2020-2022.

All Age Exploitation Reduction Multi-Agency Safeguarding Procedures has been embedded as a document for use by practitioners across the partnership. It provides guidance and tools to help practitioners to recognise and identify where individuals are or are at risk of being exploited. The procedures clearly set out the pathways and how services will continue through transition from Children's Services into Adult Social Care Services.

We have also developed an exploitation data set, to better understand who is being exploited in Solihull and increase our knowledge of these people's needs so we can shape the services that will support them.



#SAY something if you SEE something Solihull

**CAN YOU HELP PREVENT EXPLOITATION IN SOLIHULL?**

Exploitation is a form of abuse where someone is groomed, then forced or made to do things for the benefit of others.

The poster features a blue background with a white speech bubble containing the text. To the right of the speech bubble is a photograph of a black taxi with a red arrow pointing to the driver's side window.

To raise awareness of the signs and indicators that somebody is being exploited, posters, leaflets and training resources have been developed. These are aimed at businesses within the community. They echo the national campaign on exploitation #saysomethingifyouseesomethingsolihull.



Call Solihull's exploitation number to report concerns  
**0121 704 8021**  
If you think someone is in immediate danger call 999

A QR code is located on the right side of the orange box.

# Our priorities for 2022-2023

Looking ahead to 2022-2023, we have a number of priorities for development as well as continuing to deliver existing services and support. These are grouped in the same four themes as our achievements.

## People and communities

### Engagement

The Communications and Engagement Plan for the Solihull Adult Social Care Directorate will be refreshed to ensure that engagement is planned out and followed through into our decision making and practice.

Engagement on policy development and renewal will include work on the Cost of Care, development of the Birmingham and Solihull Dementia Strategy, improvements to the 0-25 Transitions service, advice for self-funders, care at home services and improvements to Learning Disabilities' Employment Opportunities.

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

Quality and simplicity of language will be important so everyone can understand our activities in a way that maximises the quality of feedback to us. We have developed a communications and engagement 'toolkit' to assist with this.

### Carers Strategy

We are currently reviewing and developing a new Carers Strategy and the associated plans to identify more carers in Solihull and provide suitable support, including early help to support the wellbeing of the carer as well as the person being cared for. We will also continue to deliver on the Carers Delivery Plan 2021-22, developed as an immediate response to COVID.

Engagement with carers continues to understand how best to shape support services to meet their needs. Engagement with Council employees and partners organisations also continues to influence the final Strategy. The National Carers Survey recently conducted and the results from this will further inform the Strategy.

### Facilitate home living

The Council's [Housing Assistance Policy](#) (HAP) introduced in 2021 gave greater flexibilities to people with disabilities or long-term conditions (including children) seeking to remain independent in their own home, and to access essential facilities which help support them to remain in their home environment for longer.

Solihull Council is also now working with partners in Solihull Community Housing (SCH) to develop a “mirror” policy to the HAP for SCH tenants to enable easier access to adaptations to their homes, again supporting independent living in a more flexible and comprehensive manner but focussed on tenants in order to promote an equitable and fair approach to all residents in the Borough.

We are reviewing and increasing our staffing to support delivery of improved, more efficient processes and faster timings for people to be able to get the independent living support from adaptations they need.

## **Supporting care quality**

### **Home First developments**

Home First continues to be a key priority area for 2022-23 with work planned to review the Home Discharge Service (HDS) and Early Response Service (ERS). Both will operate until September 2023, delivered by our two lead care at home providers to enable rapid delivery of these service changes and support NHS capacity. Newton Europe (a consultancy firm specialising in this area) have supported Solihull health and social care providers, including the Council, to undertake a diagnostic of “discharge to assess” and hospital avoidance models to understand what is working well and where further developments can be made.

Early findings have been produced and will now be used to develop the future model for out of hospital care services. This “design” is expected to take place during summer and autumn of 2022, and it will inform what services are then commissioned to support people to return home wherever possible.

### **Delivery of the Workforce Strategy: Great Care, Great Careers**

Having developed our [Workforce Strategy](#) through close partnerships with social care providers and colleagues from across the health and social care sector, we are now continuing this partnership in delivering year one of the Strategy’s action plan.

We will be delivering pilots with employers to support innovation in recruitment, transport for care workers and development initiatives.

We will use what we learn from these pilots to decide how best to support the workforce in future. This includes addressing recruitment and retention issues faced by our providers and promoting the many and varied roles in the care sector as fulfilling and secure employment opportunities.

We will continue to seek feedback on the quality of and access to care to understand the impact of these initiatives.



# Working with partners

## ICS Development and Place

Partnership working remains a priority in 2022-2023 with the development of Integrated Care Systems (ICS) for Birmingham and Solihull, with delivery of Place arrangements for Solihull's health and care provision, and the [Integration White Paper](#).

Establishment of a Place Committee is anticipated, as a sub-committee to the Integrated Care Board (ICB). The Place Committee will support the system to look at the needs of the local population across the system and to support joined up decision making about how we best support our residents across their health and social care needs.

## Accelerating improvements

### Preparing for reform

In September 2021, national social care reforms were announced with the publication of the Government's "[Build Back Better: Our Plan for Health and Social Care](#)" which outlines the planned introduction of a new £86,000 cap on the amount anyone in England will need to spend on their personal care over their lifetime. People who are still required to fund their own care will also be able to ask for the Local Authority to organise their care, and to have access to the same commissioned rates as those who aren't funding their own care. In addition, there are planned changes so that anyone with assets of less than £20,000 will not have to make any contribution for their care from their savings or the value of their home, ensuring those with the least are protected. Anyone with assets of between £20,000 and £100,000 will be eligible for some means-tested support, helping people without substantial assets. The timing for implementation of these changes (originally due to be October 2023), has been delayed.

The Governments also published [the "People at the Heart of Care: adult social care reform"](#) paper which will introduce a duty for the Care Quality Commission (CQC) to independently review and assess local authority performance in delivering adult social care duties under the Care Act 2014 as well as putting in place new legal powers for the Secretary of State for Health and Social Care to intervene to secure improvements where there are significant failings.

We have been progressing with work to understand the impact and implications of the Social Care Reforms and in 2022-2023 we will implement required changes to adhere to national policy development and the above social care reform announcements, including preparations for the revised care cap and threshold and undertaking the fair cost of care exercise.



# Glossary

## **Adult Social Care / Adult Social Care / Adult Social Services**

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

## **Care Act 2014**

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

## **Care at Home**

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

## **Carer**

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

## **Carers Assessment**

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

## **Carbon Footprint**

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

## **Community Advice Hubs**

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

## **Day Opportunities**

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

## **Dementia**

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

## **Deprivation of Liberty Safeguarding (DoLS)**

The Deprivation of Liberty Safeguards is the procedure prescribed in law when it is necessary to deprive of their liberty a resident or patient who lacks capacity to consent to their care and treatment in order to keep them safe from harm.

## **Enablement**

Enablement means working with people to support them to do things for themselves, e.g. supporting a person to learn how to budget themselves rather than managing their money for them. Enablement services focus on life skills that will support people to return to independence and build up confidence.

## **Environmental Responsibility**

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

## **Exploitation**

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

## **Home First**

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

## **Housing with care**

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

## **Joining Up Care for People, Places and Populations**

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

## **Learning Disability**

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

## **Liberty Protection Safeguards (LPS)**

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

## **Mental illness**

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

## **People at the Heart of Care: Adult Social Care Reform**

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

## **Reablement**

Reablement is a short period of rehabilitation which usually takes place in your own home and is provided by a team of social care workers and occupational therapists following illness or a recent stay in hospital.

## **Respite**

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

## **Safeguarding**

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

## **Social Care reforms**

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

## **Support plan**

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

## **The Care Quality Commission (CQC)**

The independent regulator of all health and social care services in England.

# Useful Contacts

Internal Council contacts	
<b>Solihull Connect (working hours)</b> – for all direct enquiries/referrals for Adult Social Care	0121 704 8007 <a href="https://www.solihull.gov.uk/Tell-us/Walk-in-centres">https://www.solihull.gov.uk/Tell-us/Walk-in-centres</a>
<b>Social Services (out of hours emergency)</b>	0121 605 6062 <a href="https://www.solihull.gov.uk/social-care-and-support">https://www.solihull.gov.uk/social-care-and-support</a>
<b>Main Council general enquiries</b>	0121 704 8001 / 6000 <a href="https://www.solihull.gov.uk/Tell-us/Contact-us">https://www.solihull.gov.uk/Tell-us/Contact-us</a>
<b>Deprivation of Liberty Safeguarding (DoLS) team</b>	0121 709 7113 <a href="https://www.solihull.gov.uk/Social-care-and-support/Mental-Capacity-Act-and-DoLS">https://www.solihull.gov.uk/Social-care-and-support/Mental-Capacity-Act-and-DoLS</a>

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

<b>Elder Abuse Helpline</b>	Contact number for help and information on what to do if you think a vulnerable person is being abused.	0808 808 8141
<b>Healthwatch Solihull</b>	An independent organisation commissioned by Solihull Council to champion the views of patients and social care users in Solihull, with the goal of making services better and improving health and wellbeing.	0800 470 1518 <a href="https://healthwatchsolihull.org.uk/">https://healthwatchsolihull.org.uk/</a>
<b>The Care Quality Commission (CQC)</b>	The independent regulator of all health and social care services in England.	0845 015 0120 <a href="https://www.cqc.org.uk/">https://www.cqc.org.uk/</a>



