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### Health and Social Care Scrutiny Board (5)

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**Time and Date**

10.30 am on Wednesday, 14th September, 2022

**Place**

Diamond Rooms 1 and 2 - Council House

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**Public Business****1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes**

(a) To agree the minutes of the meeting held on 6 July 2022 (Pages 3 - 6)

(b) Matters Arising

**4. Adult Social Care Annual Report 2021/22 (Local Account) (Pages 7 - 66)**

Report of the Director of Adult Services and Housing

**5. Adult Social Care Customer Experience and Engagement (Pages 67 - 72)**

Briefing Note

**6. Work Programme and Outstanding Issues (Pages 73 - 78)**

Report of the Scrutiny Co-ordinator

**7. Any other items of Public Business**

Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

**Private Business**

Nil

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Julie Newman, Director of Law and Governance, Council House, Coventry

Tuesday, 6 September 2022

Note: The person to contact about the agenda and documents for this meeting is Carolyn Sinclair [carolyn.sinclair@coventry.gov.uk](mailto:carolyn.sinclair@coventry.gov.uk)

Membership: Councillors M Ali (Chair), J Birdi, K Caan (By Invitation), J Clifford, E DeVane (Co-opted Member), G Hayre (By Invitation), A Jobbar, G Lloyd, J McNicholas, C Miks, B Mosterman and M Mutton (By Invitation)

**Public Access**

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**Carolyn Sinclair**  
**carolyn.sinclair@coventry.gov.uk**

**Coventry City Council**  
**Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at 10.30**  
**am on Wednesday, 6 July 2022**

Present:

Members: Councillor M Ali (Chair)  
Councillor J Birdi  
Councillor J Clifford  
Councillor G Hayre  
Councillor A Jobbar  
Councillor G Lloyd  
Councillor J McNicholas  
Councillor C Miks

Co-Opted Member: Ed DeVane, Healthwatch Coventry

Other Members: Councillors M Mutton and K Caan, Cabinet Members

Employees: S Caren, Adult Care and Support  
V Castree, Law and Governance  
P Fahy, Director of Adults  
J Reading, Commissioning and Quality  
C Sinclair, Law and Governance

Apologies: Councillor B Mosterman and S Walsh

## **Public Business**

### **1. Welcome**

The Chair welcomed all Members to the first Board meeting of the 2022-23 municipal year and introduced Mr Ed DeVane, the new Co-opted Healthwatch Member, who was welcomed to his first meeting of the Board as a co-opted member.

### **2. Declarations of Interest**

Co-opted Member, Ed DeVane declared he was employed as an Advisor for the Department of Health, however he attended in his role as representative of Healthwatch and as such his employment did not preclude him from fully participating in the meeting on all agenda items.

### **3. Minutes**

- (a) The minutes of the meeting held on 23 March 2022 were signed as a true record.
- (b) Matters Arising: Minute 33 (Report back from the Autism Task and Finish Group)

The Board noted that the recommendations in the report had been accepted by Cabinet and an update would come to the Board in due course. The Chair reported that she and Cllr J Innes had met and would be establishing a Task and Finish Group to look at autism from an education perspective and invited those Members who would like to participate to let her, or the Scrutiny Co-ordinator know.

#### 4. **Adult Social Care Reforms**

The Board considered a briefing note and presentation which introduced the series of adult social care reforms which were to be implemented over 2022 and 2023 (based on current published timescales) as a result of the introduction of new government policy and legislation. The engagement and involvement of SB5 in supporting the preparation for this raft of reforms could have a significant contribution to the success of their implementation.

The presentation included information on the range of reforms to Adult Social Care which are to be implemented over 2022/23 which included:

- Moving towards a Fair Cost of Care (FCoC)
- Introduction of the care cap
- Changing contribution thresholds
- Liberty Protection Safeguards (LPS)
- Care Quality Commission (CQC) oversight of Adult Social Care

Alongside the above areas of reforms there was other work ongoing including the transformation of Mental health, improvements to Urgent Care and Frailty and revised Discharge processes alongside revisions to the Mental Health Act.

The Briefing Note indicated that the input of Scrutiny Board 5 could play an important role in supporting Adult Social Care to prepare for these reforms over the next two years. A particular area recommended to the Board which would have an immediate contribution was in respect of preparation for CQC oversight and the review of i) how we oversee quality within commissioned support, ii) how risk was managed when people approach the city council for support iii) how effective our safeguarding procedures were, and iv) how we monitored the customer experience and take feedback from this to improve.

Members of the Board were invited to consider their input in preparing for the incoming reforms with a particular focus on preparation for CQC oversight.

Following the presentation, Members asked questions and were given answers on a number of matters including:

- Co-operation with providers in moving towards a Fair Cost of Care and the impact on waiting times.
- With technology enabling users, what plans were in place for training.
- Impact on those who were self-funded and how they would be notified of the incoming changes.
- Key challenges for an integrated care system.

Arising from discussion, the Board agreed that it would be useful to their understanding to have Member workshops arranged in respect of 'Transformation of Mental Health services' and 'Revised discharge processes'

**RESOLVED that the Board note the content of the Briefing Note and presentation and agreed:**

- (a) That the Scrutiny Board 5 Chair work with the Cabinet Member for Adult Services and Officers to consider the Board's input in preparation for reforms with a particular focus on preparation for CQC oversight.**
- (b) That Member Workshops be arranged for:**
  - (i) Transformation of Mental Health Services**
  - (ii) Revised discharge processes**

## **5. Adult Social Care Quality Assurance and Market Failure Plan**

The Board received a briefing note and presentation which informed them of the Council's refreshed approach to quality assurance of adult social care provision and management of market failure in adult social care and sought support for both new approaches.

The Council's Adult Social Care Service remained committed to ensuring best value in its commissioning and procurement and required on-going assurance that the quality standards for care and support outlined in its service specifications and contracts continue to be met. This included requirements for individual outcomes to be delivered by providers working with service users and their representatives with dignity and respect being central to the quality of services.

As at June 2022, the Council had around 130 services (including some in house services) that required monitoring including 73 care homes (of which 48 cater for older people, 15 for younger adults with learning disabilities/autism and 10 for younger adults with mental ill health) 17 home support providers (providing both short-term promoting independence support and longer-term care) 18 housing with care schemes for older people and 14 supported living facilities catering for people with learning disabilities/autism or mental ill health. Other services include day opportunities, community meals and a range of voluntary sector preventative support.

The work to monitor and oversee the quality of these services is led by the City Council as contractor. This was undertaken collaboratively by our Adult Commissioning Team, working with nurses employed through Coventry and Warwickshire Clinical Commissioning Group (CWCCG) who provided clinical input to the Quality Assurance function and worked closely with colleagues at the Care Quality Commission (CQC) whose role as regulator was distinct and separate to our role as contractor of services for people with care and support needs. The collective approach with CWCCG colleagues and the CQC ensured we were better able to identify issues and take remedial steps to improve the delivery and quality of care locally.

The service had applied a risk-based approach to quality assurance for many years with more focus on those services considered to be most at risk due to indications of poor quality gathered from local intelligence. This process had been reviewed and on the basis of this, a refreshed approach based on 4 levels of risk, (detailed in the report) was proposed and endorsement sought.

**The enhancements to the approach were:**

- Introduction of an improved risk-based approach with greater clarity on levels of concern and appropriate oversight and action.
- Improved processes and management of providers where there are quality concerns with clear escalation process.

The Board considered the matter in particular whether there was sufficient capacity in both number and skills to undertake the market shaping activity.

**RESOLVED that the Board note the proposals and agree that comments be formally conveyed to the Cabinet Member in a briefing note to be considered alongside the Public Report on this matter at the meeting to be held on 13 July 2022.**

**6. Work Programme and Outstanding Issues**

The Board noted the work programme for the 2022-23 municipal year with the inclusion of:

- Adult Social Care Reforms/CQC oversight (referred to in Minute 4 above)
- Health Protection
- Director of Public Health and Wellbeing Annual Report

Agreed the Board would further consider the items below for possible inclusion in the Work Programme:

- West Midlands Ambulance Service:
  - Was it too large an organisation to provide a good local service?
  - What work was being done with NHS partners to ease waiting times?
- Pet therapy – explore benefits and consider developing a strategy
- Covid – as a standard item on the agenda
- FGM

**7. Any other items of Public Business**

- (a) The Board conveyed their wholehearted thanks to Councillor J Clifford who had been Chair of the Health and Social Care Scrutiny Board since 2019.
- (b) The Board asked that an updated list of widely used acronyms be circulated to Members.

(Meeting closed at 12.35 pm)

Health and Social Care Scrutiny Board (5)  
Cabinet

14 September 2022  
11 October 2022

**Name of Cabinet Member:**

Cabinet Member for Adult Services – Councillor M Mutton

**Director Approving Submission of the Report:**

Director of Adult Services and Housing

**Ward(s) affected:**

All

**Title:**

Adult Social Care Annual Report 2021/22 (Local Account)

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**Is this a key decision?**

No -

This is a report of performance for 2021/22 and no recommendations are made that have significant financial or service implications.

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**Executive Summary:**

The Adult Social Care Annual Report (also referred to as the Local Account) describes the performance of Adult Social Care and the progress made against the priorities for the year. It also provides specific examples of operational activities to support service users and carers.

Although there is not a statutory requirement to produce an annual report, it is considered good practice as it provides an opportunity to be open and transparent about the successes and challenges facing Adult Social Care and to show what is being done to improve outcomes for those that come into contact with our services. The production of an annual report is part of the Local Government Association's (LGA) approach to Sector Led Improvement. This approach was launched following the removal of national targets and assessments for Adult Social Care. This assessment framework is changing and from April 2023 Adult Social Care will be subject to oversight by the Care Quality Commission (CQC).

The production of the 2021/22 report has drawn on the pool of feedback and information that was gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people that have been in contact with Adult Social Care along with their families and carers. It reflects the performance and activities as we emerged from the COVID-19 pandemic and the end of domestic restrictions.

The Local Account also looks forward to 2022/23 and includes summary details regarding key areas for development. These are improvements the service intends to make in order to improve service delivery, improve outcomes for people and support our ability to operate within the

resources available. The priority is to improve care and support services for adults and to create a stable provider market for the City.

**Recommendations:**

1. Health and Social Care Scrutiny Board (5) is asked to:
  - 1) Consider the report and submit any comments to Cabinet for their consideration on the content of the report
2. Cabinet is asked to:
  - 1) Consider comments from the Health and Social Care Scrutiny Board (5)
  - 2) Approve the Adult Social Care Annual Report 2021/22 (Local Account)

**List of Appendices included:**

Appendix One - Adult Social Care Annual Report 2021/22 (Local Account)

**Background papers:**

None

**Other useful documents:**

None

**Has it been or will it be considered by Scrutiny?**

Yes – Health and Social Care Scrutiny Board (5) on 14 September 2022.

**Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?**

No

**Will this report go to Council?**

No

## **Report title: Adult Social Care Annual Report 2021/22 (Local Account)**

### **1. Context (or background)**

- 1.1. The Local Government Association (LGA) launched its approach to Sector Led Improvement in 2011. This approach was introduced following the removal of national targets and assessments with the aim of driving improvement through self-regulation, improvement and innovation. As part of this approach to Sector Led Improvement the expectation is that an Annual Report is produced by all local authorities with Adult Social Care responsibilities. The production of an Annual Report is not a statutory requirement, nor has any statutory guidance been issued on its content or style. The oversight of Adult Social Care is however changing Local Authority Adult Social Care functions by the Care Quality Commission (CQC) from April 2023. The detail of this oversight is not yet available so the future expectations for Annual Reports may change part of this.
- 1.2. The Annual Report describes the performance and achievements along with considering the challenges for Adult Social Care in Coventry. It is intended to provide assurance to stakeholders that Adult Social Care is delivering its objectives and is achieving positive outcomes for people in Coventry within the resources available.
- 1.3. The content of the Annual Report is informed by feedback on the experiences of people who come into contact with Adult Social Care, this feedback may be given in person, through groups or in response to surveys. A number of more specific case studies and direct quotes have been used to demonstrate the impact that Adult Social Care has on individuals and their families. Those who have commented on previous reports have consistently stated that case studies are an important aspect of the report, as they help to demonstrate outcomes for individuals and the difference it has made to their lives.
- 1.4. In June 2021/22 we produced a 'Coventry Adult Social Care Offer' which is a clear statement explaining our vision and objectives, aligned to the Council's One Coventry Plan ambitions. It has been developed as a way of setting out how we do things in Coventry including a description of what people can expect when they contact us, how they can participate in our work and useful links to information and advice. This year's Annual Report has been framed around our commitments we have made in the Offer about what people can expect from Adult Social Care.
- 1.5. Although an Annual Report is produced for a 12-month period it needs to be recognised that the work of Adult Social Care does not fit neatly within a twelve-month timeframe and delivery of the Adult Social Care objective of promoting independence and providing personalised care and support is very much an ongoing endeavour.
- 1.6. The Annual Report reflects on the work during the financial year (April 2021 to March 2022) which included a continued impact of the COVID-19 pandemic. A year in which Adult Social Care needed to respond to national restrictions, vaccination requirements and continue to refine a blend of the use of technology with face-to-face work.
- 1.7. As we moved into 2022/23 we started to see demand for Adult Social Care increase and the return to pre pandemic levels and above with potential additional pressures associated with the detrimental impact of social isolation on mental health, wellbeing and social skills. We also experienced people presenting to us with higher levels of need and approaching social

care at a later stage than they would normally. We also know that unpaid carers have seen their caring roles intensify and have been placed under increased pressures during the last year which has had an impact on the emotional and physical health of carers across the City.

1.8. The year 2021/22 also saw the publication of Government proposals for Adult Social Care reform. These included;

1.9.

- 'Build Back Better' plan for Health and Social Care
- 'People at the Heart of Care: adult social care reform' White Paper
- Health and Care Act 2022 (which received Royal Assent in April 2022)
- White Paper on integration of Health and care
- Consultation on Liberty Protection Safeguards (due to replace Deprivation of Liberty Safeguards DoLS)

1.10 Together proposals introduce major reforms to Adult Social Care with measures including further integration with health care, a cap on social care costs and charging thresholds for charging, an intervention in the social care market intended to ensure local authorities move towards payment of a 'fair price' for care and the Care Quality Commission (CQC) being responsible for assessing Local Authorities' delivery of their adult social care functions. Delivering against this reform agenda will form a significant part of our programme of work for the next couple of years.

1.11 Although the challenges presented by COVID-19 and Adult Social Care reforms, now and into the future, are significant they are not the only challenges we face and some of the other key challenges we are continuing to address include:

- Increasing demand for services resulting from an ageing population. In the decade to 2029, the City should expect to have an additional 8,900 people aged over 65 and an additional 2,000 people aged over 85. This group of people are more likely to live with multiple health conditions that require support.
- Increasing numbers of adults with mental illness accessing long term support (with an additional impact due to COVID-19).
- Increasing costs of care due to external factors including National Living Wage, inflation increases to employer pension contributions, other inflation costs, the increased complexity of the care needs that people are experiencing as well as increased infection control costs.
- Challenges to maintaining sufficiency and quality of the adult social care market especially given the impact of COVID-19 on the sustainability of some provision.

1.12. The production of the 2021/22 Annual Report has drawn on the pool of feedback and information gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people that have been in contact with Adult Social Care, along with their families and carers. Particular feedback to note includes:

- Our work with Ahmed (page 21 of the Annual Report) to ensure his home was accessible to meet his needs demonstrating how we use adaptations and grants to enable disabled people to have access in and around their home.

- Our work with Ian (page 29 of the Annual Report) demonstrating how we work with people experiencing safeguarding concerns and challenging living circumstances to find more suitable accommodation with a clear focus on what's important to the person.
- 1.13 It is also important to recognise that although our focus is on Adult Social Care our success is increasingly intertwined with health services. Although Adult Social Care has a distinct identity, so much of what we do is achieved through working with others. New partnerships 'Integrated Care Systems' (ICS) are bringing together; Acute, Community Health Trusts, GPs, Primary Care services with Local Authorities and other care providers. These aim to bring organisations together to redesign, improve support and outcomes for residents.
- 1.14. The environment in which Social Care operates is changing, what has not changed is the core purpose of Adult Social Care in supporting people to achieve their outcomes and to live as independently as possible. Therefore, when looking forward and considering our future priorities, we are conscious of the impact of the changing environment while remaining committed to our core purpose.
- 1.15. Recognising the changing environment, we are focussing our improvement work for the next year on three areas: reforms, partnerships and internal improvement. The key elements of each of these areas are summarised below
- **Adult Social Care Reform.** This will include acting in accordance with Government requirements to move towards a Fair Cost of Care and to develop and utilise a Market Sustainability Plan by February 2023. The implementation of a cap on social care costs, implementation of new charging thresholds and a revised Charging Policy to be in place by October 2023. Continuing to prepare for the implementation of Liberty Protection Safeguards (replacing the Deprivation of Liberty Safeguards) at a date to be confirmed by the Government.
  - **Adult Social Care Improvement.** This will include a focus on developing and supporting our internal workforce. Supporting our residents by reviewing our service levels and customer standards in order to provide clarity on what people can expect from Adult Social Care when contacting us and receiving support. Undertaking community engagement events to raise awareness of Adult Social Care, including specifically within hard-to-reach communities. Ensuring the Adult Social Care Offer is accessible to all, redesigning the way we share information on our webpages and expanding the ways we engage on and coproduce our services.
  - **Adult Social Care Partnerships.** This will include continuing to build relationships with partner agencies. Working jointly with Coventry and Warwickshire Partnership Trust NHS Trust (CWPT) within the Section 75 Agreement. Working in partnership with health and voluntary sector organisations to implement the 'Improving Lives for Older People' programme to support older people in living independent lives in good health in Coventry. Using new joined up records to deliver, better, safer, and more timely care and support to people through the Integrated Care Record. Continuing to work in partnership with the voluntary sector and community groups to improve the support available locally to adults.

## **2. Options considered and recommended proposal**

- 2.1 An Annual Report provides the opportunity to evidence and communicate Adult Social Care's performance in an accessible and transparent way as part of an overall approach to Sector Led Improvement. It is therefore recommended that the Annual Report for 2021/22 is approved by the Cabinet.

## **3. Results of Consultation undertaken**

- 3.1 Although the Annual Report for 2021/22 was not subject to specific consultation, the content has been drawn from feedback gathered from people who come into contact with Adult Social Care together with comments from other partner organisations and stakeholders in the City. The case studies contained therein are real stories provided with the consent of those involved.

## **4. Timetable for implementing this decision**

- 4.1. Once approved, the Annual Report will be published on the Council's internet pages and shared with partners and stakeholders.

## **5. Comments from the Chief Operating Officer (Section 151 Officer) and the Director of Law and Governance**

### **5.1. Financial implications**

Whilst there are no direct financial implications arising from the production of the report, the performance of Adult Social Care continues to be impacted by changes to Council resources and national legislation changes.

The report highlights £110.4m of Adult Social Care Spend in 2021/22 compared to spend of £103.2m in 2020/21, with the increase largely driven by additional resources provided to the care market in response to the Pandemic. This increase has been resourced from additional Council investment in Adult Social Care identified in the Budget report as well as extra grant resources received from Government during the pandemic.

### **5.2. Legal implications**

There are no direct legal implications arising from the publication of the Annual Report.

The publication of the report is in accordance with the 2011 Department of Health recommendation that all local authorities' Adult Social Care directorates publish an Annual Report. This shows how the Local Authority performed against quality standards, and what plans have been agreed with local people for the future. The proposals for change as set out in the Health and Care Act 2022, referenced above, reinstating the inspection by CQC of a local authority's performance of its social care functions, are yet to be implemented and further details, including formal Guidance, are awaited.

## **6. Other Implications**

### **6.1. How will this contribute to the Council's Plan ([www.coventry.gov.uk/councilplan/](http://www.coventry.gov.uk/councilplan/))?**

This Annual Report demonstrates the progress of Adult Social Care in maintaining and improving outcomes for the population of Coventry. This progress contributes to the Council's

objectives of citizens living longer, healthier, independent lives and contributes to the priorities in the Council Plan to protect the City's most vulnerable people.

**6.2. How is risk being managed?**

A range of risks exist in the delivery of Adult Social Care services, most notably related to resources and our ability to meet demand. These are managed through the directorate and corporate risk registers.

**6.3. What is the impact on the organisation?**

There is no direct impact on the organisation.

**6.4. Equality and Consultation Analysis (ECA)**

An Equalities Impact Assessment is not appropriate for this report. There has been a continued drive to embed equality and diversity within operational practice, commissioning plans and performance monitoring.

**6.5. Implications for (or impact on) climate change and the environment**

None

**6.6. Implications for partner organisations?**

There are no specific impacts for partner organisations arising from this report at this point but as the work of Adult Social Care is connected to health organisations and the voluntary and community sector as we seek to improve impacts may be experienced. The Annual Report provides an overview of Adult Social Care's performance and provides assurance to partners that progress is being made.

**Report author(s):**

**Name and job title:**

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Adults Principal Social Worker

**Service:**

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Enquiries should be directed to the above person

<b>Contributor/approver name</b>	<b>Title</b>	<b>Service</b>	<b>Date doc sent out</b>	<b>Date response received or approved</b>
<b>Contributors:</b>				
Andrew Errington	Adults Principal Social Worker	Adult Services	15.08.22	15.08.22
Lisa Lawson	Adult Services Programme Delivery Manager	Adult Services	15.08.22	23.08.22
Lara Knight	Governance Services Officer	Law and Governance	15.08.22	01.09.22
Sally Caren	Head of Adult Social Care and Support	Adult Services	15.08.22	15.08.22
Tracey Denny	Head of Service Localities and Social Care Operations	Adult Services	15.08.22	24.08.22
Aideen Staunton	Acting Head of Service Partnerships and Social Care Operations	Adult Services	15.08.22	23.08.22
Louise Ferro	Head of Business Systems	Adult Services	15.08.22	25.08.22
Jon Reading	Head of Commissioning and Quality	Adult Services	15.08.22	24.08.22
Ewan Dewar	Finance Manager	Financial Management	15.08.22	22.08.22
<b>Names of approvers for submission:</b> (Officers and Members)				
Pete Fahy	Director of Adult Services and Housing		15.08.22	30.08.22
Barry Hastie	Chief Operating Officer		30.08.22	31.08.22
Janice White	Team Leader, Legal Services	Law and Governance	15.08.22	23.08.22
Councillor M Mutton	Cabinet Member for Adult Services		23.08.22	23.08.22

This report is published on the Council's website: [www.coventry.gov.uk/councilmeetings](http://www.coventry.gov.uk/councilmeetings)

# Adult Social Care Annual Report 2021/22

(Local Account)



**People's Stories**

**Our Adult Social  
Care Offer**

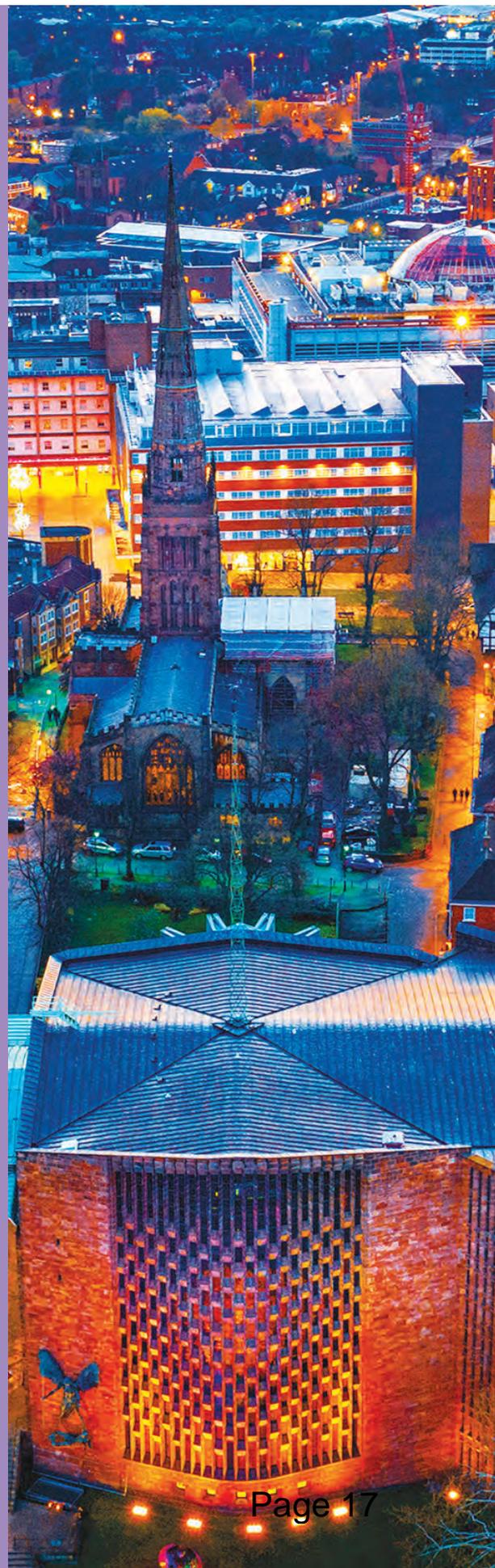
**Our Key Achievements**





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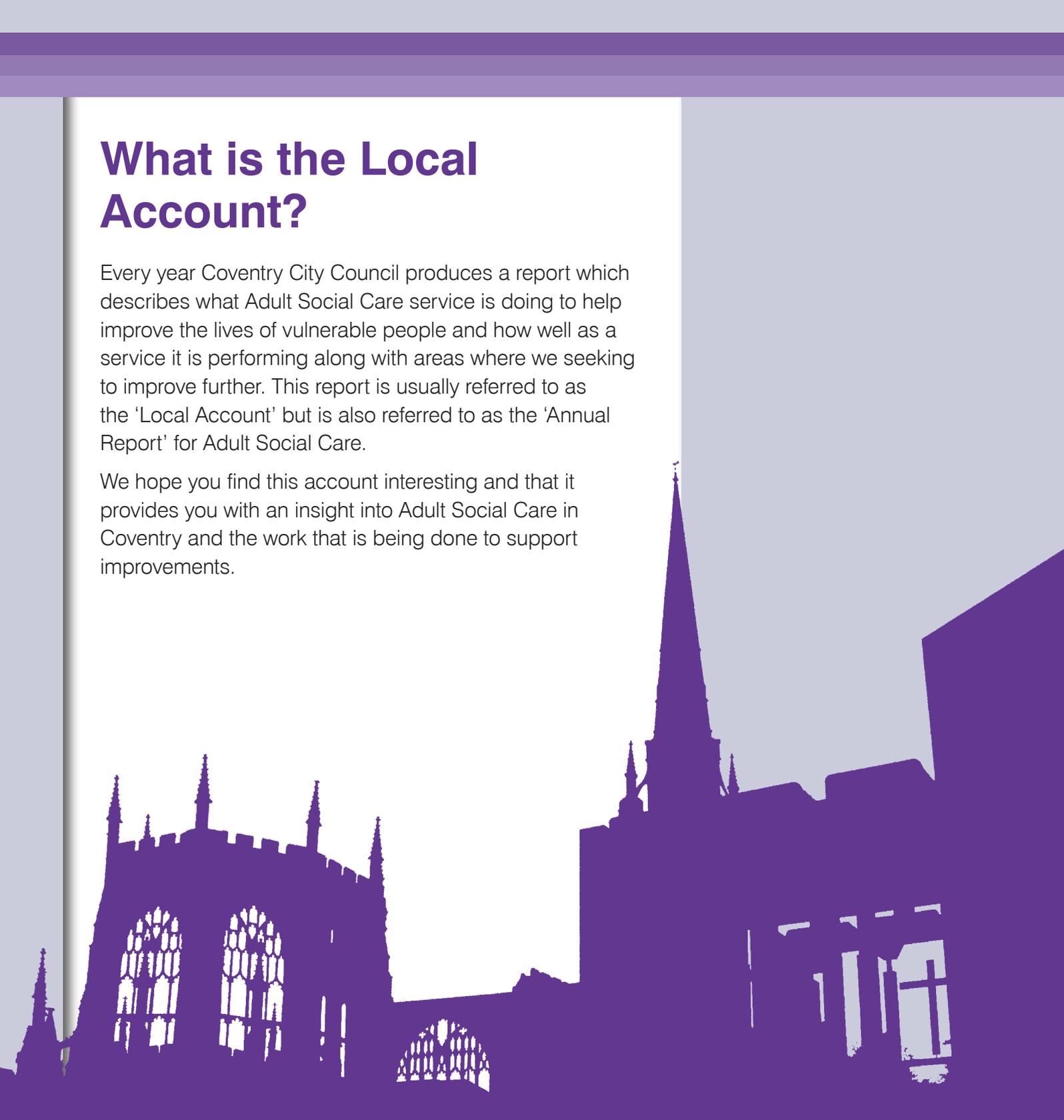
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# What is the Local Account?

Every year Coventry City Council produces a report which describes what Adult Social Care service is doing to help improve the lives of vulnerable people and how well as a service it is performing along with areas where we seeking to improve further. This report is usually referred to as the 'Local Account' but is also referred to as the 'Annual Report' for Adult Social Care.

We hope you find this account interesting and that it provides you with an insight into Adult Social Care in Coventry and the work that is being done to support improvements.



*"Our success in achieving the vision for Coventry depends on placing adults and carers at the heart of everything we do. We will ensure people we work with are involved as equal partners in planning and decision making".*

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# Adult Social Care 2021/22 Key Changes

We could not write a Local Account reflecting back on 2021/22 without mentioning the continued impact Coronavirus (COVID-19) has had on the work of Adult Social Care and how we needed to respond to national restrictions, vaccination requirements and continue to refine a blend of the use of technology with face-to-face work.

2021/22 also saw the publication of Government proposals for Adult Social Care reform.

These included;

- **'Build Back Better' plan for health and social care**
- **People at the Heart of Care: Adult Social Care reform White Paper**
- **Health and Care Act 2022 (which received Royal Assent in April 2022)**
- **White Paper on integration of health and social care**
- **Consultation on Liberty Protection Safeguards (due to replace Deprivation of Liberty Safeguards DoLS)**

Together, these introduce major reforms to Adult Social Care, with measures including further integration with health care, a cap on social care costs, changing charging thresholds, an intervention in the social care market intended to ensure local authorities pay a 'fair price' for care and the Care Quality Commission (CQC) being responsible for assessing Local Authorities' delivery of their adult social care functions. These reforms will impact on the work of Adult Social Care over the years to come.



**THE Botanists**

# A Year in the Life of Adult Social Care – 2021/22

We start the year still in lockdown measures. On 8 March 2021 care home residents can have one nominated visitor.





## Pete Fahy

Director of Adult Services and Housing

The production of this Annual Report remains an important part of the annual cycle of Adult Social Care. It provides an opportunity for reflection on the progress we have made and challenges we face in delivering Adult Social Care within the city.

The year this report covers, 2021/2022, a year that remained overshadowed by the continuing COVID-19 pandemic, but also one where we were able to undertake much more in person work than the previous year. Speaking to people, understanding their circumstances and finding ways to support them is at the core of what we do and simply cannot be done as effectively through windows and on screens.

In our performance data we see the impact of the pandemic, there are less people satisfied with social care. This is most likely as a result of the restricted manner in which we have had to operate during periods of the pandemic. Understanding more about customer experience and how this can improve is increasingly important to us.

Each year this Annual Report includes a number of examples of the experiences of real people who we have supported – these examples are both powerful testimony to the impact that social care has on peoples lives and the positive work we do. They add a richness and honesty to what could otherwise become a raft of data and performance information.

As we now look ahead to 2023 and the challenges of future years it is right to remind ourselves of the huge reform agenda facing social care.

In October 2022 we are required to produce our Fair Cost of Care calculations and by February 2023 we are required to finalise a Market Sustainability Plan as part of the introduction of a Fair Cost of Care. Then in April 2023 there is the introduction of oversight and assurance for social care by the Care Quality Commission (CQC) to be followed by a series of financial reforms taking effect in October 2023 including the introduction of the care cap and changing financial thresholds. Alongside these reforms will be the introduction of Liberty Protection Safeguards and the Mental Health Act changes. All of these are a ‘must do’ and will form a large part of our programme of work for the next couple of years.

Regardless of what lies ahead, due to the people I work with and the commitment they show I remain certain that we will rise to the challenges and remain immensely proud and privileged to be the Director of Adult Social Care for Coventry City Council.

I hope you find this Annual Report informative and as always myself and my team are happy for any feedback.



## Mal Mutton

Cabinet Member for Adult Services

This is the third year I have had the pleasure of contributing to the Adult Social Care Annual Report and it is amazing to see the consistently highest standards of services being delivered with such a huge commitment and dedication from the workforce and partner organisations across the city.

Whilst many of us may be starting to feel that life is returning to some form of normality the challenges faced by some of the most vulnerable adults living in the city continue. We have seen increased demand upon Adult Social Care and the need for services to adapt and develop in order to meet demand has never been greater.

The report highlights some of the ways in which services are making real impact upon lives and the feedback and reflections of those people receiving services included within the report say it all!

I know there are far too many examples of individuals, teams and services to include all of the good work being undertaken every day

across Adult Social Care but I do hope you find the report highlights well the wide range of support and services provided.

I want to give my own personal thanks for the hard work, resilience, compassion and dedication demonstrated consistently by our wonderful social care workforce. I am confident that they will continue to rise to the challenges ahead and support the delivery of the forthcoming Adult Social Care reforms with their usual professionalism and commitment.

Please do get in touch if you would like to offer any feedback on the Annual Report by emailing [getinvolvedasc@coventry.gov.uk](mailto:getinvolvedasc@coventry.gov.uk)



# Introduction to Adult Social Care



The delivery of Adult Social Care is the responsibility of the Local Authority which interacts with a range of other local authority functions to support people in our communities, including Housing, Public Health, Children's Services or Culture and Leisure to name but a view. Our work is also closely connected to health organisations and the voluntary and third sector who work with many of the same people who come into contact with Adult Social Care.

Although Adult Social Care has a distinct identity, much of what we do is achieved through working with others. Our success is increasingly intertwined with our health partners. New partnerships 'Integrated Care Systems' (ICS) are bringing together; Acute Trusts, Community Health Trusts, GPs, Primary Care services with Local Authorities and other care providers. These aim to bring organisations together to redesign, improve support and outcomes for residents.

Adult Social Care in Coventry is one of several health and care organisations across Coventry and Warwickshire, making up the Coventry and Warwickshire Health and Care Partnership. This Partnership is working to improve the health and wellbeing of our residents. In all our efforts to achieve this we share a common vision:

'We will do everything in our power to enable people across Coventry and Warwickshire to pursue happy, healthy lives and put people at the heart of everything we do.'

In working to this vision, we believe that all our residents deserve to:

1. **LEAD** a healthy, independent and fulfilled life
2. **BE PART** of a strong community
3. **EXPERIENCE** effective and sustainable health and care services

As part of this Partnership, NHS Coventry and Warwickshire Integrated Care Board is now responsible for commissioning health and care services on behalf of people in Coventry and Warwickshire (this replaces Clinical Commissioning Groups).

[www.happyhealthylives.uk/integrated-care-board/](http://www.happyhealthylives.uk/integrated-care-board/)

From an Adult Social Care perspective, we do not have a complex strategy but at every level, we intend to provide support to the residents of Coventry, in the least intrusive manner possible, based on the assets, resources and abilities available to them. Our focus is on the promotion of independence, and this continues to be the at the heart of the way we work and provide support. Progressing this overarching objective is delivered day in, day out through the many interactions between our staff and people with care and support needs and through a series of developments and future planning overseen by the Director of Adult Services aimed at constantly improving what we do.

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During the last year we have made significant progress in our plans for the future including;

### Improving access to support

Expectations are changing and for many the provision of day centre-based support should be complemented with the opportunity to undertake activities, with support, outside of a centre environment. An informal engagement exercise with stakeholders and a focus group from Alzheimer's Society co designed the vision for the Coventry Dementia Hub and subsequently permission was granted to commence a formal public consultation on the proposal to redevelop Maymorn Day Centre into a single Dementia Hub for Coventry. The proposals for the creation of a Coventry Dementia Hub, resulted in strong support for the new model, plans are progressing and formal Cabinet approval for the Hub is expected to be received in September 2022 with the opening of the hub predicted for April 2023.

### Use of technology

Our use of technology to support our assessment activity has grown significantly. We have introduced a new animated self-assessment process so people can identify what they understand to be their own needs prior to an assessment. Furthermore, through the use of a digital dictation tool staff can now create documents of any length and and share them directly from a mobile device (usually a mobile phone). Both these innovations are saving people time and reducing unnecessary delays.



# Our Coventry Adult Social Offer

Adult Social Care supports people aged 18 and over who have care and support needs as a result of a disability or an illness. Support is also provided to carers who spend time providing necessary care to someone else. We continue to work in accordance with our primary legislation, the Care Act (2014) and the required changes to practice and policy set out by the Act.

In 2021/22 we produced a 'Coventry Adult Social Care Offer' which is a clear statement explaining our vision and objectives, aligned to the Council's One Coventry Plan ambitions. It has been developed as a way of setting out how we do things in Coventry including a description of what people can expect when they contact us, how they can participate in our work and useful links to information and advice.

[www.coventry.gov.uk/ascoffer](http://www.coventry.gov.uk/ascoffer)

The delivery of Adult Social Care in Coventry focuses on approaches that promote well-being and independence to prevent, reduce or delay the need for long term support and to enable people to achieve their outcomes. In performance terms this means that we would expect to see a relatively smaller number of people in receipt of ongoing social care, and where ongoing social care is required that this is mainly provided in people's own homes. We would also expect that the short-term services we have in place to enable people to be independent are successful in reducing demand for ongoing Adult Social Care.



# Adult Social Care Offer – Coventry City Council

## Our Health and Care Partnership Vision

We will do all we can to enable people across Coventry and Warwickshire to pursue happy, healthy lives and put people at the heart of everything we do.

## How will we do this?

Our work in Adult Social Care, at every level, intends to provide support to the residents of Coventry, in the least intrusive manner possible, based on the assets, resources and abilities that are available to them.

## Our commitments to people who need to access our services



### Taking a strength-based approach

We are committed to enabling people to live as independently as possible, drawing on people's own strengths and doing the things that are important to them, making use of what's available in local communities.



### Helping people to stay at home

We will look at how we can adapt people's homes and provide equipment or if unable to do so explore alternative accommodation to enable people to live an independent life more easily.



### Living and ageing well

We will help people think about the support they need and plan for how they can live the best life possible both now and into older age. We will enable people to find solutions that work best for them.



### Making the best use of resources

We will aim to provide the right amount of support to meet people's needs and outcomes. In providing appropriate support, we consider costs and will look at innovative ways to deliver care and support.



### Joined up care and support

We will work closely within the Council and with different organisations, including the NHS, to support people to achieve what is important to them. We will work with organisations providing support to ensure safe and quality services.



### Keeping people safe

We will help people stay well and safe from harm and abuse, working alongside other organisations when we need to, and supporting people to make their own choices.



### Carers are at the heart of all we do

We recognise, value and support the vital role of unpaid carers and will support them in their caring role, as well as supporting them if their caring responsibilities change or end.



### Committed workforce

We have a valued and respected Adult Social Care workforce and will support and develop our own and those of our partners, equipping them with the skills, knowledge and values to provide effective care and support.

For full details of Coventry's Adult Social Care Offer or to request information in another language or format please email [getinvolvedasc@coventry.gov.uk](mailto:getinvolvedasc@coventry.gov.uk)

# How does Adult Social Care work in Coventry\*

By Phone

024 7683 3003

By Professional / Carer Referral

Online Referral

By Online Self-Assessment

Online Self-Assessment

## Adult Social Care Direct

Customer Services will take any initial information regarding a referral, such as contact details, key information, and the reason for the referral. They may be able to provide signposting advice and information advice at this stage.

## Initial Contact Team

The initial contact team complete a follow up call for any new referrals. They will gather more detailed information about the referral and will advise the next steps.

## Duty Team

Support any incoming queries through Adult Social Care, for people that are in receipt of support.

### Opal Equipment Services

Provides information and advice about equipment to enable people to manage everyday tasks and live at home safely.

### Occupational Therapy

Provides advice and support about a range of possible solutions that may make everyday tasks easier for you. This could range from daily living equipment such as bathing aids to stair lifts and monitoring systems.

### Telecare Services

The Telecare Team will look at whether telecare equipment, such as personal trigger alarm, movement detector or medication dispenser are required.

## Short Term Support

### Promoting Independence

The Promoting Independence (PI) Service works with older people and people with physical disabilities to develop their independence and daily living skills and develops a greater understanding of long term/ongoing care and support needs.

### Promoting Independence – Learning Disabilities

A multi-disciplinary team that works with adults with learning disabilities and autism to promote independence. The team provide support such as travel training, occupational therapy and support to use assistive technology.

## Long Term Support

### Older Peoples Assessment and Case Management Team

Works with adults over 65, they will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.

### All Age Disabilities Team (Transitions 18-25)

Support adults turning 18 (or about to turn 18) until age 26, they will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care

### All Age Disabilities Team 25+

Support adults aged 26 and above, they will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.

\*This is the process for referrals received by City Council Customer Services not Mental Health and Hospital referral routes

# Setting the Scene -

## Adult Social Care in a Changing Landscape

The demand for Adult Social Care rises every year as people live longer and there are more people living longer with more complex needs.

The illustrations on the next few pages give you an indication of the position for Adult Social Care during 2021/22 in respect of;

- **Budget** – Money Matters
- **Activity** – Facts & Figures
- **Demographic** – The people who come to us for support

- **Our Workforce** - The people that provide support where required

The Council is a large organisation spending a net £252.8m on revenue activity during 2021/22.

The gross Adult Social Care Spend in 2021/22 minus citizens and other contributions was £110.4m as shown below. This includes £8.2m of additional resources provided to support the care market during the pandemic.

### BUDGET-MONEY MATTERS

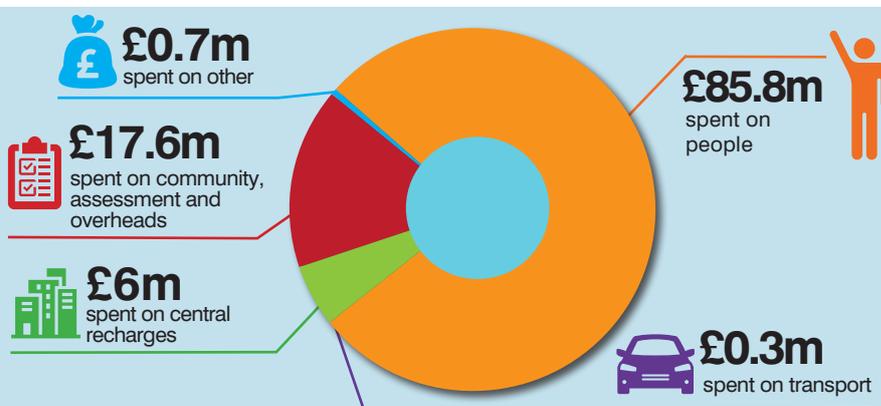
This compares to a spend of

**£103.2m**  
in 2020/21



The largest element of the increase relates to Spend on People (provision of services)

### 2021/22 ADULT SOCIAL CARE SPEND (£110.4m)



### BUDGET-MONEY MATTERS

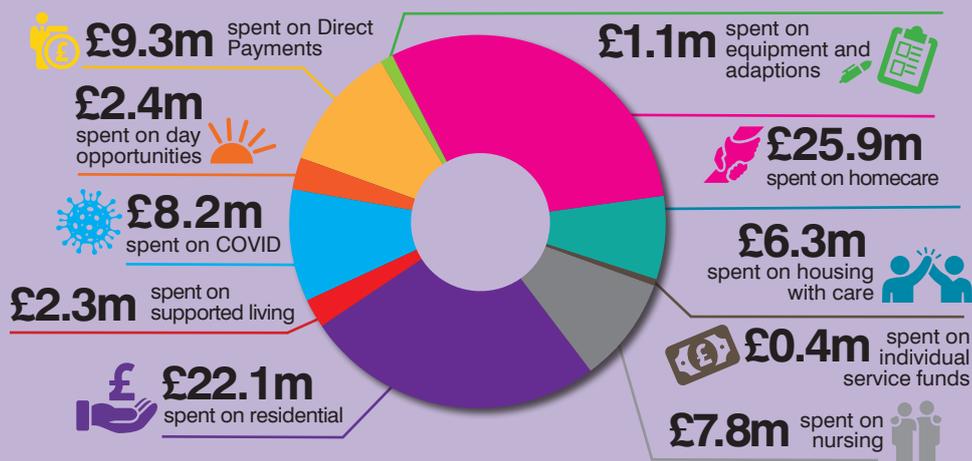
The 'Spend on People' referred to in the chart has increased from

**£79.5m**  
in 2020/21



'Spend on People' is money spent directly on the following services

### 2021/22 SPEND ON PEOPLE (£85.8m)



### BUDGET-MONEY MATTERS

Coventry still continues to be a comparatively low spending local authority per

**100,000 population**

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### HOW DO WE COMPARE?

In recent years we know that Coventry demonstrates comparatively low spending as a local authority per **100,000 population**.

The Local Government Association publish information about spend later on in the year but you can view information for 2021/22 [here](#).

## ACTIVITY FACTS AND FIGURES

COVID-19 and the country's response to the pandemic continued to impact on work of Adult Social Care during 2021/22, with national lockdowns and limited family contact impacted on the activity of Adult

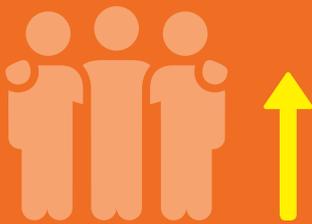
Social Care, those accessing our support and how we needed to work. We are now starting to understand the long-term impact of the pandemic and are seeing more needs associated with mental health and wellbeing.

### PEOPLE RECEIVING SUPPORT

Adult Social Care receive a large volume of requests for support on a day-to-day basis. Our aim is to maximise people's independence and support people in the least intrusive way.

**11,316**

new requests for support (an increase of 14% on last year's figure of 9,902)



**6.5%**

of requests resulted in a long-term service (increase on last year's 5%)

**18%**

received low level support (reduction on last year's 34%)



**28%**

received a short-term service to promote independence (decrease on last year's 30%)

**4,546**

people received long term support during the year (similar to last year's 4529)

**2,539**

people had been in long term support for over 12 months as at 31 March 2022

**1,364**

people received a planned or unplanned review throughout the year (compared to 1284 last year)

**31**

people transitioned from Children's Services to Adult Social Care compared to 23 last year

### CARERS RECEIVING AN ASSESSMENT

Adult Social Care have an equal responsibility for anyone providing unpaid care within the city. Anyone providing necessary care to another adult is entitled to a carer's assessment.

**1,211**

carers had their needs assessed of which 335 received a separate assessment

**1,364**

carers received support



### HOW DO WE COMPARE?

CQC Local Area Analysis data suggests in Coventry, compared to other local authorities that have similar populations, that we think of other solutions first, signposting to universal services and other community support rather than looking at traditional models of support. To explore the Local Area Analysis in more detail you can view the most recent reports from CQC [here](#).

**In comparison to other local authorities Coventry continues to have;**

Low rates of new requests for Adult Social Care, with an average of **31 a day** compared to the national average of **35 in 20/21**

Continued lower rate of people receiving long term support per **100,000 population** compared with our comparators

A lower rate of new requests for Adult Social Care support going straight into an ongoing long-term service than comparators

A higher proportion of new requests for **people aged 65+** going on to receive short term support to maximise independence than comparators

## SAFEGUARDING

## 2021/22 Safeguarding Information

Protecting adults to live in safety, free from abuse and neglect is a core duty of Adult Social Care. The rising rate of safeguarding concerns reported suggests people know how to report abuse and we are addressing concerns without the need for an enquiry or investigation.

**5,858** safeguarding concerns received, a **36% increase** from previous year (4,321)

**899** safeguarding enquiries, an **82% increase** from the previous year (493)

**15%** the rate of concerns that led to an enquiry was up from 11% last year

**869** completed safeguarding enquiries were undertaken in the year compared to 508 in the previous year

**768** people (88%) were asked about their outcomes, an **increase from 83%** of people asked last year (423)

**97%** of people reported fully achieved/partially achieved outcomes compared to 94% last year

We continue to closely monitor our all activity and use 'sampling' audits and develop improvement plans when we need to look into our approaches in more depth.

## HOW DO WE COMPARE?

Coventry has a higher rate of concerns per 100,000 population in 2021/22 (1962) compared to 2020/21 for England (1121) and West Midlands (1038). Coventry has a comparable number of enquiries started in 2021/22 (301) with England (343) and West Midlands (217) rates per population. The high number of concerns started compared to England and West Midlands has meant that Coventry's conversion rate (15%) is lower than England (34%) but comparable to the median West Midlands conversion rate (15%).

2021/22 comparator data is due to be published in November 2022 on the [NHS Digital Adult Social Care Analytical Hub](#).

## DEPRIVATION OF LIBERTY SAFEGUARDS (DoLS)

The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. The safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.

There has been a **14% (307)** increase in the number of applications

**2,237** 2020/21 **2,544** 2021/22

**469 (18%)** are in due process compared with **349 (16%)** in 2020/21

In **2021/22** there were **2,075** applications completed which is a 10% increase from

**1,889** in 2021/22

There was an increase of applications granted after **6 months** of being received from **37 (4%)** in 2020/21 to **127 (14%)** in 2021/22

## HOW DO WE COMPARE?

Comparator information will be published at the end of 2022 however we know last year, we saw a higher proportion of applications compared to other regions that Coventry share similarities with. And similarly, we completed a higher proportion of assessments than our comparators. Nationally local authorities completed on average 551 DoLS applications per 100,000 of the population in 2020/21 and in Coventry this figure was 695

Our work during year continued to be impacted as a result of the pandemic due to reduced staffing capacity and assessments taking longer to complete. Liberty Protection Safeguards are due to replace DOLs for which the service is actively preparing for.

# DEMOGRAPHIC



Coventry's population is growing, changing and increasingly diverse



Coventry is home to **345,300** residents (census 2021)

**14.6%** of the population is 65+

**2%** of the population are aged 85 or over

Recent census information suggest that population growth has been lower than projected



but Coventry has a slightly faster rate of population growth than the West Midlands average of 6.2% and the England average of 6.6%



Life expectancy in Coventry remains consistently below England, but healthy life expectancy is similar to England

Health outcomes are worse in the most deprived areas, where people not only live shorter lives, but spend a bigger portion of their years in poor health, and are more likely to die of preventable causes



National data suggests that between 2015-2017 and 2017-2019, life expectancy between the richer and poorer increased further. In particular, there was a decrease in life expectancy for females in poorer areas - resulting in a widening of inequality in the life expectancy gap among females (7.4 years). Although, the gap for males (9.4 years) remains larger

Early mortality (<75 years) *Worse than national*



Cardiovascular	X	X
Cancer	X	X
Liver disease	X	
Respiratory diseases	X	X
Communicable diseases	X	X

# OUR WORKFORCE

**920**

internal staff



**81%** Female staff



**19%** Male staff

Average age of workforce

**48.2 YEARS**

**48.4%** workforce aged over 50

**73.1%** workforce is white

Vacancy rate is

**11.5%** compared to **6%** nationally

**20.6%** of workforce is Black, Asian, Minority Ethnic

Leaver rate is **15.3%**



**141** people

New starter rate is

**14.7%** **135** people



The wider Adult Social Care workforce in Coventry amounts to

**9,500** jobs

which includes staff working in 181 CQC registered establishments

# Key achievements - based on our Adult Social Care Offer

The previous section contained a volume of data and comparisons across a number of areas of performance. To summarise this as succinctly as possible would be to say that Coventry continues to support a relatively low number of people with ongoing care and support needs and as a result is a comparatively low spender on Adult Social Care.

This position has largely been arrived at by our approach to Adult Social Care and Support which is based on supporting people to be as independent as possible. Where independence

has been lost or reduced, we work with people to regain skills and where levels of independence have been limited, we work with people to improve this. Our goal is for people to be living independently within their own homes. This is not always achievable and in many cases living independently is only possible with support.

The examples below give a flavour of how we have delivered this approach. We have used real examples given with the consent of those involved.

## 1 Taking a strength-based approach

*Promoting Strengths, Independence, Diversity and Inclusion in our Shared Lives Scheme - Saba's story*

Shared Lives is the essence of family living; sharing a home, life and community with like-minded people. We pride ourselves on our rigorous matching and introduction process, ensuring the adults we support have the greatest opportunity of finding the right family, right home and support to lead a happy and fulfilling life whilst having their individual needs met. This

process cannot be successful without placing the adults we support at the heart of everything we do. Individuals living in Shared Lives are supported to express their wishes, explore their dreams, and share the highs and lows of living as part of a family. Here Saba shares her story in her own words about what it's like to be supported by the Scheme.

### Hi I'm Saba

I moved to England in 2008 from Pakistan where I lived with my Grandparents and Uncle. When I moved to England, I was diagnosed with a Brain Tumour, I spent a lot of time in hospital meeting Nurses and Doctors and other children. I was taken into Foster Care in 2010, I was very unhappy during this time and struggled to settle in, I had different foster carers. In 2011 I met the perfect foster family; I now live with the family as part of Shared Lives and my younger sister lives with us too.

Shared Lives has made a massive difference to my life, now I am an adult I'm treated like an adult, Mandy and Mem are my shared Lives Carers, they support me with my independence and encourage me to do as much as I can. Mandy manages all my medical appointments and supports me with my health needs, but she has taught me about my medication and injections, I can now manage my own medication and do my own injections, I'm proud of this.





My biological family are so important to me, I love going to see my Mum and Dad, Mandy has always supported me with this, I can now do this on my own on the bus. My relationship with my Mum is so much better now, and we meet for drinks and go shopping together. I also like to go shopping on my own as I have the confidence to do this because Mandy has supported and encouraged me. As a Muslim I can celebrate my culture and all the festivals and events that are important to me, I share these with my Shared Lives family. Mandy always ensures I have Halal meat and we often cook traditional meals together.

What I like about living in Shared Lives is I can make some great memories, I have some lovely holidays with Mandy and Mem, we have been to Spain and Turkey, as well as short breaks to Butlins, I love going to amusement parks, although I don't like the fast rides.

I love living in Shared Lives, I have a great future to look forward to, I feel I am free to live my life and do what I want to do, I am looking forward to starting an apprenticeship in September, my aim is to find a job. Since coming into Shared Lives aged 18 years of age, I have had a financial appointee to manage my money, my aim is to manage my own finances which Mandy is supporting me to work towards, I feel confident I will be able to do this.

Another wish of mine is to return to Pakistan for a visit, I have been unable to do this because of the COVID-19 pandemic and my health needs, but this is something I plan to do in the future.

I love my life and wouldn't have it any other way.

[www.coventry.gov.uk/sharedlives](http://www.coventry.gov.uk/sharedlives)

**Follow us on Twitter:** @SharedLives18

**Facebook:** Shared Lives Coventry

**Interested in becoming a Shared Lives Carer?**

[www.coventry.gov.uk/whybecomeasharedlivescarer](http://www.coventry.gov.uk/whybecomeasharedlivescarer)



A room to spare  
and a life to share

# 2 Helping people to stay at home

*Ahmed – a home adapted to meet my needs*

Ahmed is a 29-year-old young man with physical disabilities who lives with his parents. He and his family wanted safe and independent access to a sleeping area, toilet and showering facilities on the ground floor. His health conditions included respiratory failure, chronic back pain, weight problems and poor mobility. He was sleeping on a mattress in the lounge and was not able to get to the bathroom to use the toilet or shower; his mum was washing him on the mattress in the lounge. Although there were two reception rooms, Ahmed could not get into the second room due to the width of the doorways.

A request was sent in July 2021 by the Occupational Therapist (OT) for a joint visit to establish the best way of meeting his needs. Between the OT and the Housing Officer they identified that a Disabled Facilities Grant (DFG) could be provided to:

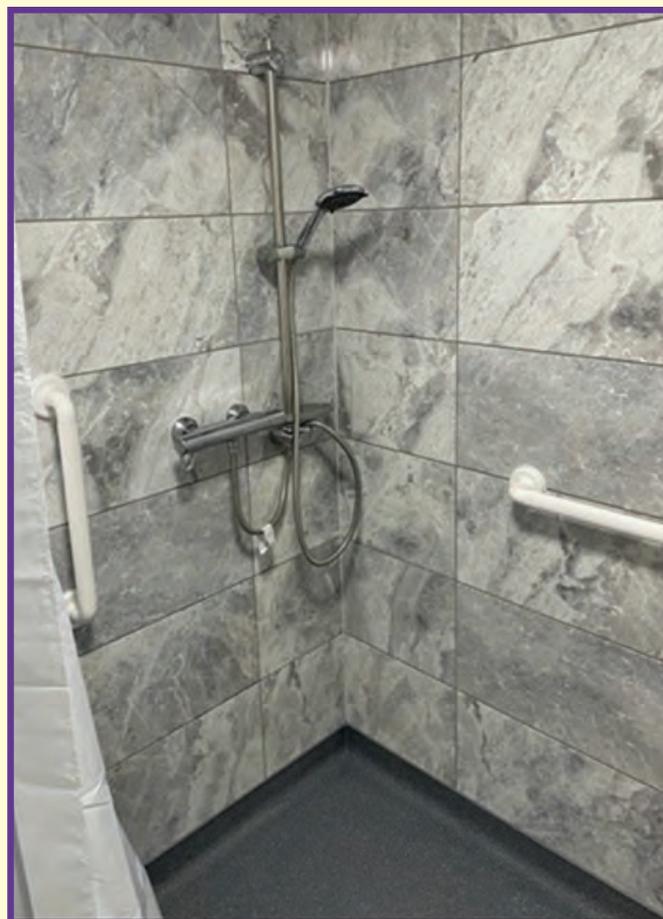
- Widen doorways to enable Ahmed to access the whole of the ground floor
- Alter the layout of the kitchen to enable him to pass through to the bathroom
- Bathroom alterations to remove the existing cubicle and provide a level-access shower
- Alterations to the back door so that Ahmed could go outside

The OT also arranged for a hospital bed to be provided so that Ahmed could sleep in a bed, not just a mattress. This also meant that he was able to get in and out of bed without his mum pulling him up from the floor.

Whilst carrying out her assessment, the OT noticed that the Ahmed's mother was also struggling with her mobility, so she was able to arrange for a stairlift to be fitted for her.

Nigel Goode, Home Improvements Officer, commented; *"In my role I am fortunate to be able to support people in ensuring their homes are adapted to meet their needs, it's a great pleasure and a true sense that we are helping people in our city. Ahmed's life changed when the work was completed, he was able to mix with his family rather than being confined to his room, have improved facilities to look after his personal care and access the wider community and meet up with his friends".*

Permission for the DFG scheme to go ahead was given by the private landlord in November 2021 and three contractors were allocated to provide quotes for the job. The most cost-effective quote was accepted and the grant was approved in January 2022.





The work was completed in March 2022 and the Ahmed's mother wrote in to thank the Housing Officer and the OT for all their support and understanding in dealing with the adaptations at their property. She stated;

***"You have made a young man very happy".***

She also thanked the contractor for going beyond their expectations in keeping them updated and addressing any concerns without hesitation.

The purpose of a Disabled Facilities Grant is to enable disabled people to have access in and around their home. A Disabled Facilities Grant can help, for example, to pay for a ramp, to widen doorways or replace a bath with a shower and is a process made up of a number of stages from an initial assessment, applying for a grant, getting estimates for the work and completion of any work. To find out more about DFGs please see our webpages [www.coventry.gov.uk/help-live-home/disabled-facilities-grant](http://www.coventry.gov.uk/help-live-home/disabled-facilities-grant)



Aideen Staunton, (pictured) Head of Service, Partnerships and Social Care Operations said;

***"It's great to see the difference this has made to Ahmed's life an accessible home is so important and has a direct impact on our health and wellbeing".***



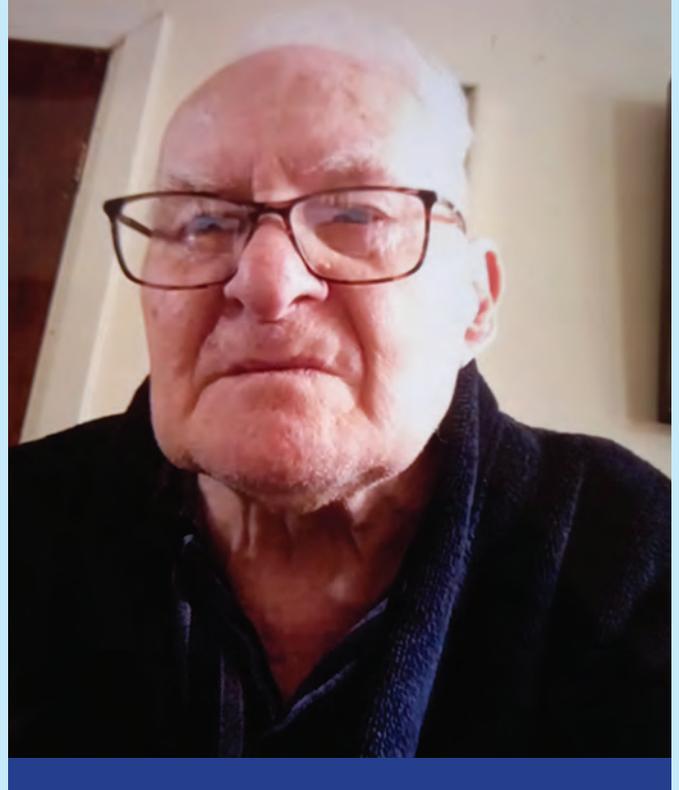
Currently awards through the grant scheme are mandatory but a new updated Housing Assistance Policy agreed in 2021/22 enables the Council to use a more discretionary approach to the awarding of grants. This more flexible approach will help more people who apply to us for funds. This will mean grants awards that do not exceed £6,000 would no longer need a financial assessment while there will be a new option to top-up grants that exceed £30,000.

# 3 Living and ageing well

## David's journey towards more independence

David is 84-year-old man who has been profoundly deaf for most of his life following a fall from a great height as a small child. David uses British Sign Language (BSL) to communicate. To add to his challenges David cannot read or write and has started to lose his sight due to Glaucoma and cataracts.

David has always been independent but due to his failing sight he tripped whilst out due to an uneven pavement and since such time he has lost his confidence so stopped going out altogether. It was at this time that his daughter made the referral to Adult Social Care for an assessment.



***"I hardly leave the house anymore as I'm embarrassed when I keep bumping into people".***

David has no contact with the outside world and over the years his friends have passed away, so he has become more isolated, he also stopped attending the Deaf club and other social venues due to his failing sight.

***"My only lifelines are Facetiming my daughter on the iPad and watching western films on my, without those i'd have nothing else to enjoy".***

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David's main aim was to be part of the community and to have a social life without having to rely upon his daughter.

To enable David to fulfil his outcomes he received an assessment visit from the Visual and Hearing Impairment Team who provided him with a white cane to use when he is out, he also needed to learn a new form of communication before he lost all of his sight. The social worker and deafblind assessor identified a specialist service to teach David 'hands on signing' where David would gently place his hands on top of his communicator guides hands to feel the movements of the signs.

Learning 'hands on signing' will take a lot of practice, however David is embracing and enjoying learning a new skill, he has gained in confidence.

He has started to go out with the guide to the shops and is looking forward to joining the Coventry Resource Centre. David is also teaching his daughter some of the signs so when the time comes they will be able to communicate.

David still worries about his future and doesn't want to become completely isolated.

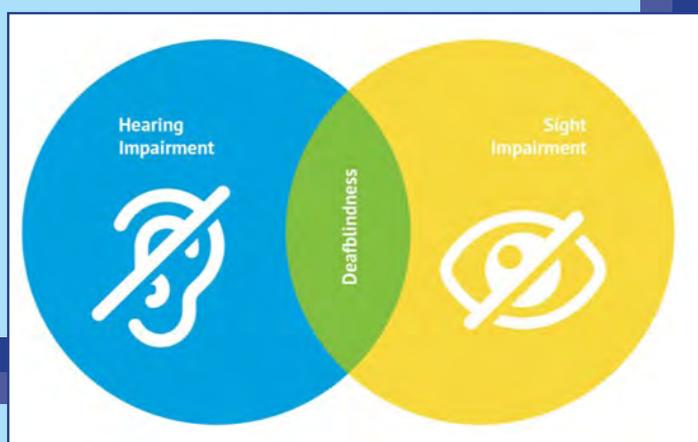
*"I wonder what I will do, if it does become dark for me. Will I go into a home, just sit there in my chair and sleep more, just to be able to see in my dreams?"*

Short Term Services to Maximise Independence (STSMI) are provided to promote people's independence with the purpose of enabling people to regain skills, confidence and to hopefully achieve what's important to people and promote their strengths. This service has not only improved David's quality of life now but will also help to prepare him and his family for the future when his needs change.

Janet, the social worker involved said;

*"Working with David has given me the opportunity to use services creatively, seeing the transformation through his continued journey and how much he has gained in confidence with a positive outlook is very satisfying. On reflection I think "I'm just doing my job" but "just doing my job" has made such a difference to David's life and future".*

In law, people are regarded as deafblind if their combined hearing and sight loss causes problems with communication, access to information, and mobility. People regarded as deafblind all have difficulties in these three areas caused by the interaction of the two impairments.



It is estimated that there are nearly

**400,000**

deafblind people in the UK. This is expected to increase to over

**600,000**

by 2023 due to our ageing population.



Deafblindness affects people of all ages, including children and young people, but it is more common in older people as our sight and hearing naturally worsen as we get older.

The Care Act 2014 says that a suitably qualified person who can understand the impact of both sensory losses must assess a person who is regarded as deafblind. We are pleased to say that following a successful training course we now have 2 more social workers trained as deafblind assessors in Adult Social Care.

# 4 Making the best use of resources

Supporting Adult Social Care staff through Digital innovation

Adult Social Care continuously looks for ways to support the workforce, through the use of digital and innovative tools and developments. One of the ways we are currently doing this is through the use of a digital dictation tool. 'Dragon Anywhere' is an application that supports staff to create documents of any length and edit, format and share them directly from a mobile device (usually a mobile phone), offering the following benefits;

- Saves time typing and eases pressure on administrative tasks
- Removes the need for social workers to travel to the office to make case notes saving time and reducing delay
- The software is intuitive and easy to navigate
- Dictation can be used as a memory aid

Stephanie Lamb, Community Case Worker and one of the members of staff taking part in the trial gives the following feedback on the tool;

*"You can use it within 30 seconds. Just press the record button and, after you've finished, you can email it to yourself - it's that simple. It really is quick. I can now spend 10 mins dictating all the points I want to write, It saves time and is easy to use and it can help with long assessments and phone calls".*

Adrian Flynn, Mental Health Social Worker also commented;

*"I love the app and use it after all of my assessments. I find it very helpful, and it makes my work life a lot easier".*

Hear more from Adrian directly about what this means in practice; <https://www.youtube.com/watch?v=p1nkPIEFluo>



Louise Ferro (pictured), Head of Business Systems and Continuous Improvement said;



*"We are really keen to support our workforce in ways which can reduce time spent on recording and administrative tasks to enable more time to be spent having valuable conversations with people. Following evaluation later this year, if deemed a success the tool may become part of a suite of digital options available to staff to support them in their everyday tasks".*

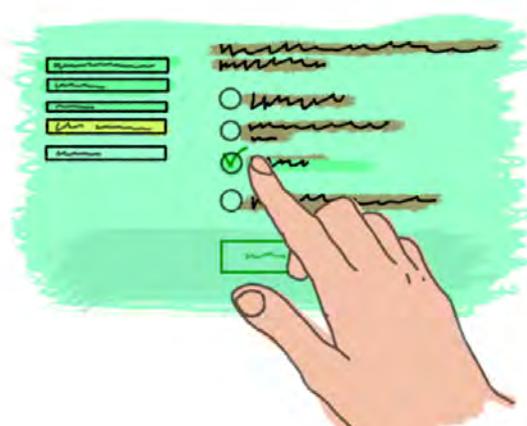


## On-line Animated Self-Assessment Tool

Coventry City Council Adult Social Care has been part of a small group of Local Authorities who have worked together with an organisation called 'Looking Local' to develop an innovative on-line self-assessment form using short animations to support accessibility with what can seem a very complex process. Social workers, occupational therapists and technical experts were fundamental in ensuring the self-assessment tool included all the right questions in an easily accessible format covering all of the Care Act 2014 domains of care eligibility. The tool has been embedded into our initial contact process, and people making first contact with

Adult Social Care are asked to complete the self-assessment process prior to being contacted by our Social Work Initial Contact Team. The tool also offers signposting information and guidance to enable those people who are not eligible for or do not require social care interventions to find local support through other organisations.

This process will also support people and our social work teams by saving time during later assessment processes and help people navigate the Adult Social Care system when we are expecting an increase in requests for support.



**Let's talk about you and your day-to-day life**

This supported self assessment offers online advice, connecting you to resources and support to help you live your life independently.

[Begin your supported self-assessment](#)

## 5 Joined up care and support

*Community Discharge Team rises to the challenge*

**Based at the University Hospital Coventry and Warwickshire NHS Trust (UHCW) our Community Discharge Team are hard at work supporting people to be discharged safely home, 7 days a week. The team has had to respond to significant change over the last 2 years.**

In March 2020, revised measures were put in place nationally to manage the COVID-19 pandemic. This fundamentally changed the offer to people across health and social care nationally and impacted on the way patients were discharged from hospital.

Some of the requirements included:

- It was required that the discharge of patients would be extended to have discharge support available seven days a week

- Services needed to be available to support patients from 8am to 8pm daily
- Services to support effective discharge needed to be in place and this included brokerage, administration, equipment and therapy services in addition to social work

During this time the world's attention was brought to UHCW as it became the first hospital to issue the Covid vaccination with Margaret Keenan (pictured opposite) being the first person in the world to be vaccinated with the Pfizer Biotech jab!

Margaret returned to the hospital in 2022 to receive her spring booster.

[www.england.nhs.uk/2022/04/maggie-keenan-among-millions-given-nhs-spring-covid-booster](http://www.england.nhs.uk/2022/04/maggie-keenan-among-millions-given-nhs-spring-covid-booster)

Working at the hospital over the last 2 years brought about some key challenges, but at the heart of the team was ensuring that people who were in hospital were well supported on discharge.

Staff working during this time said;

*"Not being able to see loved ones whilst they were in hospital, I think was incredibly difficult for any family and not having a regular point of contact. I hope I helped alleviate some of that anxiety by passing on any messages, even if it was just a quick hello or to say that their pet was being looked after".*

*"Ever-changing requirements for COVID-19 swabbing of residents in hospital for discharge back to care providers. This was challenging and very complex with high risk. The team had to be dynamic and adaptable"*

*"The pandemic also in some instances helped build resilience of staff working under stressful and dangerous circumstances".*



*"Throughout the pandemic the team was able to take on two social work students. Which was a fantastic way of gaining valuable work experience as front-line workers during a crisis".*

The team continued to work at the hospital during the pandemic and held daily huddles to ensure that staff felt supported and were up to date with the Government changes.



They established the affectionately known 'FAB' team who worked with people who were isolating or had been exposed to the virus in commissioned services outside of the hospital setting.

In response to the requirements from the Government the Hospital Social Care Team and the Short-Term Therapy Team based at the Opal, came together as the 'New' Community Discharge Team, delivering services over seven days 8am to 8pm.

The 7-day offer has seen several improvements with people who are medically fit to leave the hospital being able to be discharged faster and supported to leave the hospital at the weekends.

In addition to the discharge capacity for patients the central safeguarding function for West Midlands Ambulanced Service (WMAS) referrals has been extended to cover seven days 8am to 8pm via the Hospital Based Community Discharge Team. This has proved particularly successful in both responses to safeguarding and admission prevention.

The Community Discharge Team works to positively promote the 'home first approach' by using the established discharge pathways together with the Community Discharge Therapy team implementing a service that helps people regain and develop their skills.

# Integrated Care Record goes live

In a further example of how we are joining up care and support, during the year Coventry City Council took its first step in going live on the Integrated Care Record (ICR). This is an important development that will allow other health and care organisations to view our records and ultimately help us deliver better, safer care for people. It is widely recognised that the sharing of relevant data in a timely and secure manner supports the delivery of effective care.

As well as our own data, Coventry City Council professionals providing care for people will soon be able to see corresponding health care records. In the meantime, if you'd like to know more, please visit the ICR webpages.

[www.happyhealthylives.uk/health-and-wellbeing/digital-services/integrated-care-record/](http://www.happyhealthylives.uk/health-and-wellbeing/digital-services/integrated-care-record/)

# 6 Keeping people safe

## *Ian's story – a comfortable new home*

Ian is a 65-year-old man with mental health problems who was admitted to hospital with an infection and confusion having collapsed at home. After 4 weeks in hospital, he was discharged to accommodation within a Housing with Care complex.

### What was the situation?

Ian was on a very low income as he was under pension age and on Universal Credit. His income was £74 per week only. He had no family or friends who he was in contact with. He had a flat which was not in a habitable state to return to as it was in a state of disrepair and needed extensive cleaning. Ian also had rent and council tax arrears. Ian did not want to go back there as he associated it with becoming ill and being on his own.

Before going into hospital, a safeguarding concern had been raised due to concerns about his living conditions and that Ian was self-neglecting. It is likely that his poor health was a result of his environment, living conditions and not eating a balanced diet and Ian needed multi vitamins and other minerals to be prescribed for him whilst in hospital.

Whilst staying at the Housing with Care complex, staff reported that Ian needed prompting with personal care, with preparing healthier food choices and with keeping his accommodation tidy. Ian did not want to go back to his previous home. He was keen to live in a Housing with Care environment. He enjoyed talking to people and likes the company of others.

However, there were a number of barriers to moving;

- Low income, debts and not being on the right benefits
- No help from friends or family
- No furniture or belongings to take with him other than clothes
- No money in the bank to buy new furniture and carpets
- Difficulties managing money and budgeting



## What did we do?

With the help of staff at the complex Ian was assisted to apply for the right benefits and applications were made for a Community Support grant to be able to access a new bed, kitchen items and bedroom furniture. The staff also gathered donations of furniture and white goods. Ian was referred to a money advisor for help with his debts and was eventually helped to move into a new flat in another Housing with Care scheme.

Stephanie Lamb Community Case Worker in the Older People's team said;

***'When someone has a low income and no family support there can be a lot of obstacles to moving house. A joint approach from teams in the Council and Adult Social Care meant that Ian was able to move and not return to an environment which might have made him ill again'***

## How are things now?

Ian is now settled in his new flat and really happy with it. He has made friends and enjoys going to the restaurant for meals. Within days he had a TV donated to him from another resident. Ian was awarded backdated benefits which allowed him to clear his debts.

***'Life is precious to me; I feel so lucky that people helped me to move here'.***

***'I have made friends and have a garden to look out on, I feel I have my life back now'. Ian added 'I reach my retirement age in September and can spend my retirement here as I have a lot of my life left to live'.***

Since moving into the Housing with Care environment Ian's physical and mental health has improved. Ian was getting depressed at the thought of going back to his old tenancy as he did not want to live alone, had memories of the conditions he was living in and associated it with the trauma of being found on the floor collapsed. He is reassured by having staff on site who he can go to if he needs help. Having the right living environment can help people be as independent as possible and have a positive impact on their health and wellbeing.

Housing with Care, sometimes known as Extra Care, is housing designed for older people, with various levels of care and support available on site. People who live in Housing with Care have their own self-contained flats, their own front doors and a legal right to live in the property. In Coventry there is a range of Housing with Care schemes run by both the Council and private companies.

**[www.coventry.gov.uk/housingwithcare](http://www.coventry.gov.uk/housingwithcare)**

If you are experiencing difficulties due to the rising cost of living the City Council has a web page dedicated to information and advice concerning how to reduce outgoings and get help and support.

**[www.coventry.gov.uk/costofliving](http://www.coventry.gov.uk/costofliving)**

# 7 Carers at the heart of everything we do

*Carers Trust Heart of England get creative*

Within Coventry we work in close partnership with the Carers Trust Heart of England to ensure that we can support as many people across the city who have caring responsibilities. Supporting carers is such an integral part of the way we work in Adult Social Care. Here the Carers Trust Heart of England tell us a bit about their work throughout 2021/22 with a focus on coming out of pandemic restrictions and what carers told them was important.

The impact of the pandemic lasted longer than any of us imagined with the ever-changing social restrictions. This led to all of us constantly changing the way we work and socialize and undertake our daily routines. The impact on those with additional caring roles was immense. Here at Carers Trust, we continued to adjust what we did to ensure we continued to support Carers on their caring journey in a way that responded to those changing needs.

Like many organisations the hybrid way of working was born. Delivering services both digitally and face to face, will be a lasting legacy from the pandemic which has changed service delivery for everyone.

The service continued to utilise the enhanced funding from Adult Social Care:

- To support carers who were isolated and lonely
- Supporting carers experiencing grief and loss
- Ensuring hard to reach communities were involved
- Supporting carers who don't have access to technologies
- Supporting carers experiencing financial hardship
- Worked with employers to support carers who are juggling work and caring
- Providing direct payments for carers to help achieve outcomes



## Supporting Carers to take a break

This year we developed our offer on respite opportunities for carers. The last year had an unprecedented impact on carers connecting socially and interacting with other carers and accessing vital respite and peer to peer support. We secured additional funding to complement and enhance our contract within Coventry. This funding gave us the additional resources to offer a variety of respite opportunities to carers both face to face and digitally.

## Connecting carers – The Carers Creative

We ran a programme of activities and events, the most popular were creative activities, such as flower arranging, gardening, pinch pottery, also relaxation sessions such as Yoga, Zumba, Mindfulness and Aromatherapy and events around festivals such as Diwali and St Patricks Day. For many carers it was a tentative step back into the community and doing something for themselves after many months of staying at home worrying about the impact of the pandemic keeping themselves safe and those they care

for. Doing something fun and engaging also helps us connect with carers in a way that helps explore other support such as offering a carers assessment or identifying the need for a direct payment:



*"Coming to the flower arranging session enables me to do something I enjoy and take something home to show my loved one what I have done. Learn a new skill and make new friends".*



*"When I am being creative I am putting myself first not last, I know now this is ok to do. Thank you, carers Trust, for giving me the space for an hour".*

*"The last two years I have been so lonely, coming to the flower arranging I am doing something wonderful and now have some good friends who understand me".*

## Reaching out in new ways

In the last year we started to make use of podcasts. We released a number of podcasts during Carers Week and are continuing to produce content for them, this includes an episode on Lasting Power of Attorney with Emma Austin from the Central England law centre. You can listen to all episodes here:

<https://anchor.fm/carerstrusthoef>

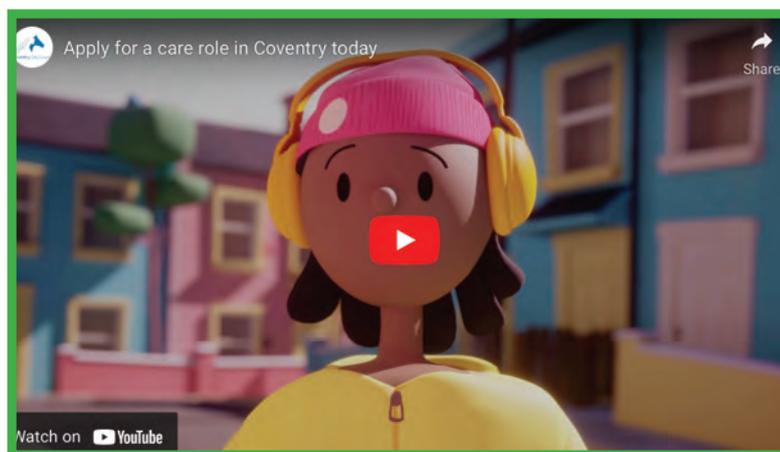
We are so excited to start recording these Podcasts. It's so accessible to everyone and we can really focus on information and services that we know really impact the Carers we support as well as highlighting real Carer stories.



# 8 Committed Workforce

*Working in Adult Social Care, making a difference*

Recruitment and retention within the Adult Social Care sector has been an ongoing issue for a number of years and has been further exacerbated by the COVID-19 pandemic. To support our providers in drawing in new recruits and retaining their existing staff through these challenging times, the Adults Commissioning Team worked to produce a 2-minute **animated video** for use free of charge by providers, aiming to highlight the benefits of a career in care and the wide variety of jobs available.



The video directs potential applicants to job roles advertised via the [www.findajob.dwp.gov.uk](http://www.findajob.dwp.gov.uk) website and acts a valuable resource to support recruitment.

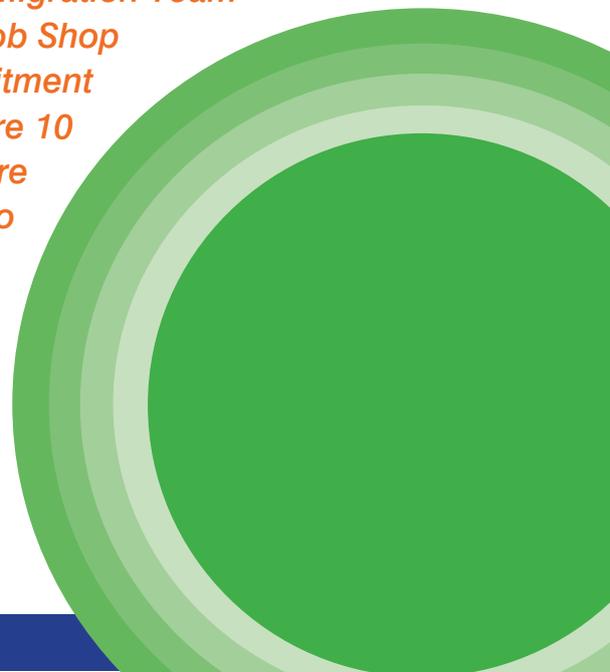
Promotional work was undertaken with a wide variety of partners in the city including The Job Shop, Coventry University, voluntary sector organisations and Health, to drive recruitment and increase retention within the city's social care workforce.

The video has so far been viewed over 600 times on YouTube, displayed in the window of The Job Shop and has been used by a number of providers in their own recruitment and advertising campaigns. The video remains available for any provider needing to supplement their own recruitment practices.

Neil Byrne, Service Manager Adult Commissioning said;

*"The pandemic, although a particularly challenging time for recruitment and retention in the adult social care workforce, brought attention and recognition to the sector on an unprecedented scale; more people than ever before became aware of the value and importance of those working in the care sector."*

*"To build on the increased public appreciation, a more innovative method of recruitment was needed. The video offered a more personable and relatable means of advertising which could be used to target a wider audience than traditional recruitment campaigns. The video worked to show our commitment in supporting the provider market and we encourage feedback from all Coventry providers on how we can best support with recruitment on an ongoing basis. Most recently, we have worked with the Council's Migration Team and The Job Shop on a recruitment event where 10 people were recruited to roles in care".*

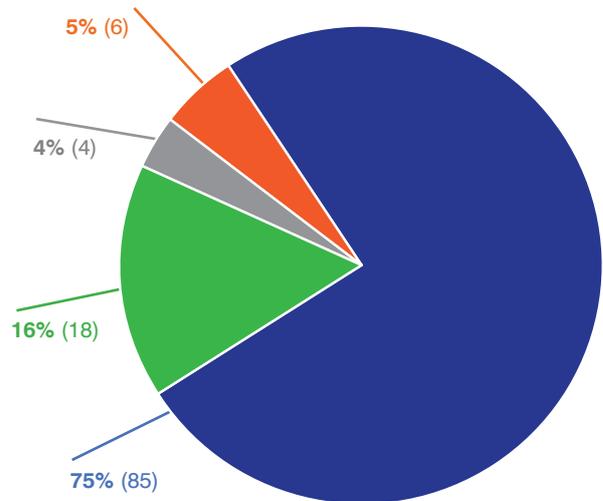


# Working with Providers

During last 12 months Coventry's (Care Homes and Community based Adult Social Care services) Care Quality Commission (CQC) ratings have not changed significantly. There has been an increase in "Inadequate" rated provision but a larger reduction in 'Requires Improvement' rated services since last year, similar numbers remain the same for 'Good' rated providers. The Joint Health and Social Care Quality Assurance Team worked with operational colleagues to ensure the safety of services users including where

## March 2022 - CQC Rating for the Coventry Care Market

■ Good  
■ Inadequate  
■ Outstanding  
■ Requires improvement



provision was rated as 'Inadequate' or 'Requires Improvement' (Please note since March 2022 a number of the inadequate providers no longer operate in Coventry).

In comparison to national figures, Coventry Adult Social Care CQC ratings fair well, Coventry has higher rated good providers compared

to the national average (6% more) however the requires improvement providers are slightly above the national average (by 2%) with the same number for inadequate rated provides nationally. Work is ongoing with providers in 2022/23 to improve this position.

## Care Home Improvement

The COVID-19 pandemic impacted on our ability to conduct visits to care providers and although visits continued to take place where essential, In the last 12 months the Joint Quality Assurance Team started work with all care homes to ensure a full quality assurance visit and a continued focus of assurance activity on commissioned community providers with poor ratings.

In addition to the above programme in the last 12 months we developed a refreshed quality assurance approach and reviewed the effectiveness of our Provider Escalation Panel (PEP). PEP is a multi-agency panel led by the City Council, made up of agencies across health and social care working together to address any provider quality or market concerns.

During 2021/22 the quality improvement campaigns restarted with a focus on Infection Prevention and Control, reinstatement of the care home provider forums and the creation of improved service engagement and involvement activities within care provision.



# Care Providers providing the love

Care providers across the city needed to respond to the COVID-19 pandemic and as the pandemic subsided kept a focus on keeping their clients and staff safe whilst continuing to provide support for people and help them maintain contact with friends and family. This included paying attention to special occasions.

Tenants at Copthorne Lodge Housing with Care scheme enjoyed a special Valentine's lunch. Staff worked hard to ensure that those who are widowed or single were not left out or feeling lonely. Whilst Valentine's Day can be a great day for some, it can be a difficult day for those whose loved ones have passed or those who are living on their own

Although there were no wedding proposals! Everyone felt loved and had an opportunity to remember their loved ones.

Tenants commented on the day;

***"Very, very nice and thank all the staff it was lovely and very beautiful. The card, arrows and how the tables were set were so beautiful".***

***"I enjoyed it very much and to thank all the staff, I felt I was in love, and it was very beautiful and brilliant".***



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Jon Reading  
Head of  
Commissioning  
and Quality said;

***"The Valentine's celebration beautifully illustrates how it is possible to deliver care and support in a way that is person centred and treats people in a way that we would all like to be treated. It is just one example of where providers go above and beyond each and every day to support people to live a full life. In our quality assurance work we strive to build on good practice like this as well as tackling issues where standards fall below what we would all expect".***

# Innovation and Change

## The Social Interventions Collective (SiCol) – one year on

A new and transformative service has been operating in Coventry for the past 12 months, led by the City Council's Approved Mental Health Practitioner (AMHP)/Social Work Service and two of the Council's internal provider services; The POD, which specialises in social advocacy and brokerage and Axholme Services providing intensive personalised one to one support. It has proven its worth, in its first year, by identifying and supporting at least 75 people at risk of psychiatric admission or serious mental health deterioration.

SiCol is a way of working that recognises the importance of weighting social and medical factors in crisis case 'formulation' (understanding key factors of a problem situation), rather than relying on the traditional dominance of the medical model. It was created and piloted in response to the tragic and untimely deaths of 2 males by suicide where social factors were identified as contributors. Those stressors included eviction, debt, loss of independence, loss of vital personal relationships and loss of access to key health and social care services caused by declining physical health.

The service was awarded funds from NHS England after a successful pilot and operates within the revised crisis support offer within the City. SiCol provides intensive and timely support on complex social issues. This means it covers a wide spectrum of social needs such as housing, debt and employment, bereavement, access to children subject to statutory procedures. SiCol mobilises advocacy, provides specialised support and links to key statutory services, local community groups, faith and user-led organisations.

Peb Johal, Senior Social Care Practitioner said;

***"Although delivering and designing a service from grassroots has been challenging and has some way to go, it has been an extremely rewarding experience working with our NHS colleagues".***

***"It was a common statement, heard almost daily, from our NHS colleagues 'it's not a mental health problem it's a social one' without realising just how interrelated someone's mental health and social needs are".***

SiCol has helped people in different ways, from providing intensive and one off support, with the crucial aim of resolving fundamental social issues.

Andy Seys, AMHP Lead and Team Manager SiCol, said;

***"SiCol has been deliberately developed organically, via a bottom-up process with messages from individuals using services. The evaluation shows clearly the complexity of the work and also the commitment, hard work, skill and tenacity of those working within SiCol".***





Sally Caren, (pictured left) Head of Adult Social Care and Support at Coventry City Council, said;

*"In a short space of time this work is already leading the way and informing social work across Coventry and*

*Warwickshire. The commitment by colleagues to make this project a reality has been inspiring. The social model applied doesn't use a one fits all approach, but it does*

*recognise peoples' own expertise and lived experiences. It puts the person first and helps people in handing back power so they can shape the solutions. It aligns itself well with the principles of the Care Act 2014 in terms of wellbeing and strength-based approaches".*

Over the past 12 months **95%** of psychiatric admissions were prevented, and at least **125** social issues were addressed with the support of a large network of around **50 partners** playing their part. The approach now forms a recognised element of the NHS Mental Health Transformation programme locally.

## The Coventry Social Interventions Collective (SICoL) Social Model of Practice



# Co-production and Engagement

In Adult Social Care we place adults and their carers at the heart of everything we do. We are committed to ensuring that people with care and support needs and their carers can be equal partners in planning and shaping future developments in Adult Social Care. But we know we've got some way to go with this.

Behind the scenes we've been working hard to try and develop our own approach to co-production and ensuring that we are involving people with care and support needs and carers in the development of services, something as simple as ensuring we get feedback along people's journeys, to being part of recruitment decisions to helping shape and create new services. That is why we've developed the 'Engagement, Involvement and Co-Production Our Approach – 2022' a document which outlines our key commitments to making this happen. We want to ensure that the involvement of people with care and support needs and carers becomes standard practice.



## Peter recruits his own support staff

### What did we do?

For the last 4 years we have tried to improve the involvement of Promoting Independent Living Service (PILS) tenants in the recruitment of their own staff.

The Promoting Independent Service offers support to people in their own tenancies around the clock to live as independently as possible, to be active in their local community and to live the lifestyle that they choose to live.

Some people live in their own house others live in shared accommodation with friends. Peter lives in his own flat, within a small number of flats, with staff on hand 24/7.

What could be more powerful than people choosing those that are going to be supporting them in the future?

We provide training with tenants to ensure they understand the recruitment process and how to identify the right attributes in their future staff. We use a card system made up of staff pictures with a description of them on the back. This is designed to ensure people are not choosing a friendly looking face or rejecting people on grounds of gender, race, or age.

During COVID-19 we have had to suspend tenant involvement due to recruitment happening on-line, but now we are back in the room, so to speak, we are really looking at innovative ways of getting the most involvement we can in partnership with our tenants.

## Peter's role on the interview panel

Peter is a 43-year-old man, with mild learning disabilities, who receives support involving everyday tasks, shopping, cooking cleaning etc. Peter has his own tenancy and works very hard on keeping his flat clean and tidy. Peter is not the most confident of people as he has a slight speech impediment which can make it difficult to understand him when talking so being part of the interview panel and asking his own questions was a big challenge for him.

Peter chose his own questions with help from the staff who support him at home, independent of the recruiting panel.

Peter was able to ask his own questions to each candidate and other panel members were able to clarify any parts of the question candidates did not understand as Peter is not always easy to understand if you don't know him well.



Peter contacted the successful candidate to offer them the job! Peter reflected on the process;

**"Scary!". "Really enjoyed it". "Will I be able to do it again?".**



Malc Shiner, Support Coordinator said;

**"We started doing this to continue the empowerment of our tenants in the process of employing staff. Who better to have an input into this than the very people being supported? We have done this a few times now and it has always been a positive experience for all tenants. It has**

***built their confidence, increased their self-esteem and a chance to do something that they would find difficult to experience in any other service. Interviewees also get the opportunity to meet and interact with those that they will work with right at the start of their career, giving them a small taster of what the future could be like as part of the PILS family".***

## What next and looking forward

PILS are hoping to use photos and video footage in our adverts in order to show candidates our commitment to involving tenants in the recruitment process and showing what they can expect if they come to interview.

In the future PILS want to look at how we involve our tenants who don't use speech as their way of communication in the interview process. Potentially as part of the interview, all candidates will be asked to do a project or test with the tenants designed to see how they interact with people.

Tracey Denny, Head of Service Localities and Social Care Operations said;

***"It's great to see what the service is doing to involve people in recruitment and something we want to ensure we build on and see happening across the rest of our teams".***



## Adult Social Care Stakeholder Group

The work of Adult Social Care continues to be supported by our Stakeholder Group, who meet regularly to discuss any updates and influence the improvements of the service. The group is made up of Coventry residents who are experienced in how services work.

June, (pictured below) one of the new members said;

***"One of my personal reasons for joining the Adult Social Care Stakeholder Group was to be involved in the development and improvement of services. I have a combination of experience in both my***



***previous working life and in my personal life and now that I am retired I am keen to share and use this experience to help improve outcomes for people living in Coventry. I am passionate about good Mental Health Services and supporting people, their family, friends and carers who support them with the right information and advice at the right time. The Adult Social Care Offer is an example of how the group has been involved in the production of information and our views and suggestions have been incorporated to ensure the statement is clear and accessible for all".***

To find out more about Getting Involved visit [www.coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care](http://www.coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care)



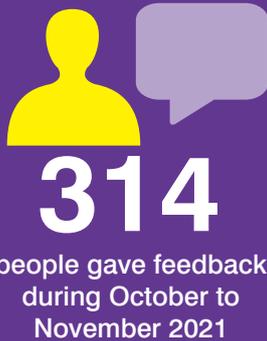
# Performance Matters

On a yearly basis Adult Social Care undertake a survey of the experience of adults in receipt of support and every other year we undertake a survey of the experience of carers. These infographics shows our performance. This information helps us set our future priorities and identify any areas for improvement.

## Understanding the views and experiences of Adult Social Care CARERS 2021/22

### About the survey

A random selection of people with caring responsibilities who received an assessment or review within the 12 months prior to 31 August 2021



Survey respondents age between 20 and 100, average was

**72**



**34%** male  
**66%** female



Of the people who were being cared for **27%** had physical support, **15%** memory and cognition, **42%** unknown and the rest included learning difficulties, mental health and other needs

Enhancing the quality of life for people with caring responsibilities



Carers reported quality of life

**7** out of **24**

**25%**



said they had as much social contact as they would like

Ensuring that people with caring responsibilities have a positive experience of care services and support



**3** out of **10** carers said they were satisfied with the social care support they received

**60%**



said it was fairly easy to find information about services

Ensuring people with caring responsibilities are included and consulted in discussions about the person they care for



**67%**

of people with caring responsibilities felt included or consulted in discussions about the person they care for



# Understanding the views and experiences of Adult Social Care PEOPLE WITH CARE AND SUPPORT NEEDS 2021/22

## About the survey

A random selection of service users were contacted who received long term support as at 1 December 2021



**385**

Service users gave us their feedback



Ages of respondents varied between 18 and 102  
Average age was

**60**



**43%**  
male

**57%**  
female



Of the people who were being cared for **58%** had physical support  
**20%** learning difficulties, the rest had other needs

Enhancing the quality of life for people with caring responsibilities



People scored their quality of life

**19** out of **24**



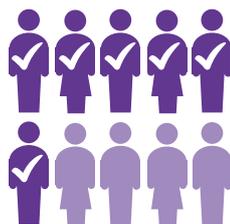
**42%**

said they had as much social contact as they would like



**7** in **10** people said they have enough control over their daily life

Ensuring that people have a positive experience of care services and support



**6** in **10** people said they were satisfied with the social care and support they received

**66%**



said it was fairly easy to find information and advice about support, services or benefits

Ensuring that people who are vulnerable feel safe and protected from harm



**72%**



said they feel safe (this includes feeling safe from abuse, falling or other physical harm both inside and outside the home)



**85%** said services received helped them feel safe

# S75 Partnership Agreement

We have a Section 75 Partnership Agreement with Coventry and Warwickshire Partnership Trust (CWPT) for the delivery of integrated mental health services. This agreement dating back to 2014 has now been extended for a further three years from April 2022. Each year the Partnership Trust produces its own Annual Report of the performance of the partnership arrangements to provide integrated mental health services in Coventry and Warwickshire. This report when published will be available via the Trusts website [www.covwarkpt.nhs.uk/](http://www.covwarkpt.nhs.uk/)



## Complaints/ Compliments

Everyone has the right to receive a good level of service and we want people to get the best possible support from us. Listening to your views helps us to put things right and improve our services for the future, so comments, compliments, complaints and suggestions are important and always welcome.

[www.coventry.gov.uk/  
ascommentscomplimentscomplaints](http://www.coventry.gov.uk/ascommentscomplimentscomplaints)

In 2021/22 we received



**72**  
complaints



but nearly 4  
times more  
compliments  
**279**

# Celebrating Our Own Strengths

## Awards and Good News



## Adult Social Care celebrates our City of Culture

In 2021-2022 all eyes were on Coventry as we became the second City of Culture in the UK. The start of festivities were slightly delayed until June 2021 to take into account the national lockdown and to ensure that people would get the most out of the programme of activities and that Coventry still got it's chance to shine. It was important that all residents in Coventry felt part of the year. The company Creative Mojo with funding from the Coventry City of Culture Trust were able to work with Care Home residents to create some wonderful artwork across the city as part of the Winter Wonderland display. The displays played

on the strengths and interests of residents from Care Homes, including celebrating the automobile industry within Coventry.

The materials used meant that it was easy to get residents included in the design and creation of a number of different art installations. The end results are incredible.



# Bringing it all together event

In March 2022 representatives from across Adult Social Care came together to discuss and celebrate the strengths of the service, with workshops focusing on the future developments taking place in Adult Social Care and to introduce the development of Team Planning approaches. These Annual

Team Plans are key documents which show how individual teams contribute to the Council's overall priorities and how by working together we can deliver our Adult Social Care service effectively whilst continuing to improve.



## Foodie Awards 2022 Finalist announcement - Community and Food Hero Award - The Pod Café



This award recognises those who have gone the extra mile for the food scene in Coventry and Warwickshire. Whether that's helping the local community, providing opportunities, creating a brand-new business that benefits the area, or anything else that supports the food and drink world in the region. The Pod Café is a finalist this year, with a public vote to

## Adults Services Wellbeing

A staff wellbeing week was held in March 2022 this being a daily mixture of online and in person activities and events focusing on health and wellbeing for our Adult Services. The week was organised as an opportunity to reflect on our own wellbeing and perhaps learn some new ways of looking after ourselves and our health. There were a variety of sessions on offer which included virtual sessions focusing on learning new skills, boosting well-being and virtual yoga sessions and appointment-based sessions for nutrition, musculoskeletal issues and blood pressure/cholesterol levels.

The week was well received by our staff with over 200 people attending various sessions over the week.

take place. The winner will be announced at the Foodie Awards night at Fargo Village.

[www.visitcoventry.co.uk/news/article/39/vote-for-the-winner-of-the-food-hero-community-award-2022](http://www.visitcoventry.co.uk/news/article/39/vote-for-the-winner-of-the-food-hero-community-award-2022)

# Improving our Internal Provision

Eric Williams House are moving forward and working towards the Butterfly Model of Care. This looks at creating a home from home and means that they personalise all resident's care and address holistic needs of the individual.

Part of this was looking at the bedroom doors, they were all drab and a battleship grey in colour, this meant that the residents could not identify their own bedrooms as they all looked the same. Eric Williams staff embarked on project which meant that all the bedroom doors would be replaced to look like front

doors, they were to have to room numbers on with door knockers or letter boxes to resemble a front door, this is to make them easier to be identified as bedroom doors as the lounges also comprise of bathrooms, toilets, and linen cupboards.

The bulk of the work took a little over 4 weeks, the old doors and frames were removed and swiftly replaced with the new frames and doors. Although they are not fully finished and there are still somethings left to do it has already had a positive impact on residents.

One of the residents Celia has fallen in love with her front door and is absolutely over the moon with it. She said;

**"I absolutely love it! It makes such a difference".**

We are continuing to improve the physical environment for people supported in our internal services but also for the staff who work there. The last years have been a challenge for staff, with ever changing guidelines to work to, increased infection control and cleaning protocols, managing outbreaks and maintaining a safe service. A lot of the time staff did not get a chance

to take a break and took on different roles and extra duties so there was not a lot of time spent reflecting on what was happening to enable staff to deal with the effects this may have been having on their health

and wellbeing. So, at Eric Williams House a project was led by Christine Calcott

Assistant Manager to update the staff room which had not been changed for many years.

Staff were engaged as to what they wanted, and workforce grants accessed to make the improvements. The staff are really pleased with the end results.



**"It's nice and more relaxing"**

**"Creates a relaxing atmosphere"**



Terri Hallinan, Unit Manager said;

*"Eric Williams House is a family, the journey that we have taken together through the last few years due to the pandemic has strengthened our foundation. All staffing roles are physically and mentally demanding, being kind to yourself is not always easy when looking after others. If there is one thing we have learnt, is we need to also think about our own mental wellbeing. This was the seed that was planted for this project, as you can see it grew into an area that now has a positive impact daily on team members working life at Eric Williams House".*



## Achieves in the Community Award

Sarah Laughton, Development Worker at the POD and Christine Eade, Manager of The POD, won the Ladies First Professional Development Awards 2022 in the category **Achieves in the Community**.

The event was celebrated at Coombe Abbey. A person who accessed their support through The POD, nominated them for their outstanding work.



## Principal Social Worker Annual Report

Most areas now have a Principal Social Worker for Adults and Children's, supported by national and regional networks. The Care Act 2014 says local authorities should make arrangements to have a 'qualified and registered social work professional practice lead' in place.

In support of ensuring visibility for the role and celebrating achievements, our Adults Principal Social Worker, Andrew Errington, has produced a fourth annual report.

[www.coventry.gov.uk/pswannualreport](http://www.coventry.gov.uk/pswannualreport)

# What's Next?

## Key Areas of Development for Adult Social Care 2022/23

In previous years our improvement priorities have been shaped around four key areas:

- **Our Promoting Independence model**
- **Accommodation offering care and support**
- **Locally based support**
- **Digital Technology and innovation**

However, the environment in which Social Care operates is changing. As we reflected on earlier in the Report this includes Government proposals for Adult Social Care reforms, the introduction of Integrated Care Systems and the One Coventry Plan currently being consulted on.

Whilst the changes will impact on Adult Social Care as we move forward, what has not changed is the people who come to us for support and the core purpose of Adult Social Care in supporting people to achieve their outcomes and to live as independently as possible. Therefore, when considering our future priorities, we must be conscious of the impact of the changing environment while remaining committed to our core purpose.

Recognising the changing environment, we are focussing our improvement work on three areas: **reforms, partnerships and internal improvement**. The key elements of each of these areas are summarised opposite:



# 1

## Adult Social Care Reform

This will include;

- Act in accordance with Government requirements to move towards a **Fair Cost of Care** and to develop and utilise a Market Sustainability Plan by February 2023
- The implementation of a cap on social care costs, the **Care Cap** requirements to be in place by October 2023
- The implementation of new **Charging** thresholds and a revised Charging Policy by October 2023
- Continuing to prepare for the implementation of **Liberty Protection Safeguards** (replacing the Deprivation of Liberty Safeguards) at a date to be confirmed by the Government

# 2

## Adult Social Care Improvement

This will include;

- **Workforce** - We will look to develop and support our internal and external workforce with a focus on recruitment, retention, culture and learning and development
- **Supporting our residents** – We will review our service levels and customer standards in order to provide clarity on what people can expect from Adult Social Care when contacting us and receiving support
- **Diversity and Inclusion** – We will undertake community engagement events to raise awareness of Adult Social Care, including specifically within hard-to-reach communities. We will listen and respond to feedback regarding our service and how we can improve
- **Information and Engagement** – We will ensure the Adult Social Care Offer is accessible to all, redesigning the way we share information on our webpages and expanding the ways we engage on and co-produce our services.

# 3

## Adult Social Care Partnerships

This will include;

- **Change and Transformation** – We will continue to build relationships with partner agencies. Working jointly with Coventry and Warwickshire Partnership NHS Trust (CWPT) within the Section 75 Agreement we will find new solutions and ways of working to support people experiencing mental health problems
- **Improving Lives for Older People** – We will work in partnership with health and voluntary sector organisations to implement the improvements identified by this programme to ensure older people can live independent lives in good health in Coventry
- **Integrated Care Record** – We will use new joined up records to deliver, better, safer and more timely care and support to people
- **Voluntary Sector and Communities** – We will work in partnership with the voluntary sector and community groups to improve the support available locally to adults

# Glossary

This section provides an explanation of some definitions and terms that appear throughout this document.

## One Coventry

One Coventry is how we describe the Council's objectives, key strategies and approaches. It includes the Council's vision and priorities; new ways of working; and core areas of activity.

## Integrated Care Systems (ICSs)

Integrated care systems (ICSs) are partnerships of organisations that come together to plan and deliver joined up health and care services, and to improve the lives of people who live and work in their area. 42 ICSs were established across England on a statutory basis on 1 July 2022.

## Home First

Providing short-term care and reablement in people's homes or using 'step-down' beds to bridge the gap between hospital and home meaning people no longer need to wait unnecessarily for assessments in hospital.

## Brokerage

A brokerage service finds information about service providers and other resources. For example, agencies that provide help with personal care and activities of daily living.

## Power of Attorney

A power of attorney is a legal document that lets you give one or more persons the power to make decisions and manage, your money and property, and/or your health and welfare.

## Housing with Care

Housing with Care, sometimes known as Extra Care, is housing designed for older people, with various levels of care and support available on site.

## Promoting Independence.

Short-term services which aim to maximise the independence of the individual. At the end of the support, ongoing care and support services will be arranged as required.

## Short-term Support

Short term support that is intended to be time limited, with the aim of maximising the independence of the individual and reducing the need for ongoing support by the Council.

## Safeguarding

Safeguarding is how we work with people to prevent them experiencing harm from others or sometimes themselves. It includes helping people recover when they have been abused.

## Carer Assessment

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.

## Disabled Facilities Grant (DFG)

A Disabled Facilities Grant or DFG is available from Local Authorities to pay for essential housing adaptations to help disabled people stay in their own homes.

## Infection Prevention and Control (IPC)

Infection prevention and control is a practical, evidence-based approach which prevents people and care workers from being harmed by avoidable infection and as a result of bacteria and viruses not responding to medicines.

## Section 75 Partnership Agreement

These partnership agreements, legally provided by the NHS Act 2006, allow budgets to be pooled between local health and social care organisations and authorities. Resources and management structures can be integrated, and functions can be reallocated between partners.

## Co-production

When an individual influences the support and services received, or when groups of people get together to influence the way that services are designed, commissioned and delivered.

# Useful Contacts

## Adult Social Care and Communities Directory

This online directory has all the information and advice you need in one central place, so you can find the information you need easily.

Website: <https://cid.coventry.gov.uk/>

### Council Contacts & Mental Health Services

Adult Social Care Direct	The first point of contact for any referrals into Adult Social Care	024 7683 3003
Emergency Out of Hours (After 5pm Monday to Thursday, 4.30pm on Friday and throughout the weekend)	For urgent enquiries / emergencies only outside of normal office hours	024 7683 2222
Main Council Customer Services	The main switchboard for Coventry City Council	080 8583 4333
Mental Health Access Hub	Run by Coventry and Warwickshire Partnership NHS Trust (CWPT), this is the first point of contact for people accessing CWPT mental health services	080 8196 6798

### Other Organisations

Age UK Coventry	Supporting adults 18+ providing information and advice, support and groups	024 7623 1999
Alzheimer's Society Coventry	Supporting adults with a diagnosis of dementia and their families with the provision of information and advice and group-based support	024 7665 2602
Carers Trust Heart of England	One-stop shop for unpaid carers of all ages	024 7663 2972
Coventry & Warwickshire MIND	Support for people living with a mental health condition	024 7655 2847
Macmillan Cancer Support	Cancer Support Service	024 7696 6052
Healthwatch	Independent organisation supporting people to have their say in health and social care services	0300 0120315
SEND Information, Advice and Support Service	Providing information and advice to young people with disabilities and special educational needs	024 7669 4307

## Special Thanks to....

Saba, Ahmed,  
David, Ian and Peter  
Carers Trust Heart of England

All care providers across the city  
The staff at Adult Social Care

All our partners and stakeholders

## Contact Us

You can contact us about this report at:  
[getinvolved@coventry.gov.uk](mailto:getinvolved@coventry.gov.uk)

You can contact Adult Social Care Direct at:  
Email: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Telephone: **024 7683 3003**

Next Generation Text (also known  
as Text Relay and TypeTalk) Call **18001 024 7683 300**

More information about Adult Social Care can be found at:  
[www.coventry.gov.uk/adultsocialcare](http://www.coventry.gov.uk/adultsocialcare)

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Coventry City Council

## Briefing note

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**To: Health and Social Care Scrutiny Board (5)**

**Date: 14 September 2022**

**Subject: Adult Social Care Customer Experience and Engagement**

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### **1 Purpose of the Note**

- 1.1 Providing a positive experience for all people that come into contact with Social Care is something we strive for as a service. The results of surveys of people with care and support needs and their carers which are undertaken as part of the Adult Social Care Outcomes Framework (ASCOF) for 2021/22 indicate that people are in fact becoming less satisfied with Adult Social Care. However, these surveys are not the only measure through which customer satisfaction is measured.
- 1.2 This report is written to provide Health and Social Care Scrutiny Board (5) with information on the range of mechanisms in place to understand the quality of the experience of people that come into contact with adult social care and how, through the combination of these mechanisms we are able to gain a more rounded view of the quality of our services from a customer perspective.
- 1.3 Recognising this is a challenging area due to the diversity of interactions, and the range of circumstances which require the involvement of Adult Social Care, SB5 is invited to comment and provide suggestions as to what other measures or means of assurance might be appropriate to ensure customer experience is understood and responded to.

### **2 Recommendations**

- 2.1 The Health and Social Care Scrutiny Board (5) is recommended to:  
Review and comment on the work of Adult Social Care to understand the customer experience and make suggestions and comments as to how this could be improved for consideration by the Cabinet Member for Adult Services in progressing this work.

### **3 Information/Background**

- 3.1 Customers should feel confident and have the best experience possible while being supported by Adult Social Care. We are often involved in people's lives at a time of change, crisis, profound trauma, and re-establishing independence. The way we work with people, who are sometimes at their most vulnerable, can have a lasting impact and it can shape and define long term outcomes. On a day-to-day basis we engage with people in receipt of support and their carers through first contact, assessment work, support planning and 'reviews' of care and support and also in the work we do with commissioned provider services and provider quality.

- 3.2 Nationally the Adult Social Care Outcomes Framework (ASCOF) draws on data from a number of Local authority data collections or returns and provides a measure of how well care and support services achieve the outcomes that matter most to people. The measures are grouped into four domains which are typically reviewed in terms of movement over time – quality of life, delaying/reducing need for care, experience, and safeguarding adults. ASCOF is used both locally and nationally to inform priorities for care and support, measure progress and strengthen transparency and accountability. Surveying is a source of data for the ASCOF ‘experience’ and takes the form of two national postal surveys administered by the Local Authority which are the annual Adult Social Care Survey and bi-annual Carers Survey. All local authorities must complete these surveys.
- 3.3 The national requirement to undertake the survey of people with care and support or the survey of adult carers in England was suspended for 2020 due to the pressures of COVID-19.
- 3.4 Results of the survey of people with care and support needs (in which there 8 ASCOF measures) in comparison to 2019/20 survey, highlighted there was an improvement in 2 indicators (services make people feel safe and reported quality of life impacted by Adult Social Care), 4 with no significant change (reported quality of life, being in control over daily life, having as much social contact as would like and overall satisfaction with services)and a decline in 2 indicators (general feeling of safety and how easy it is to find information about services).
- 3.5 Results of the survey of carers performance highlighted a decline in all 5 ASCOF performance measures in comparison with 2018/19 survey - proportion of carers having as much social contact as would like, reported quality of life, overall satisfaction with services, being included or consulted in discussions about the person they care for and proportion who find it easy to find information about services. A number of authorities within the region did not meet minimum sample size for their carers surveys and all areas are reporting a significant decline in performance.
- 3.6 These declining results are a cause for concern and arguably we are seeing results that are related to a period of time heavily influenced by the pandemic where people with care and support needs and their carers were heavily impacted. However, these surveys are not the only way in which we seek out an understanding of the quality of customer experience and this report identifies other mechanisms in place to form a more rounded view of customer experience than that provided by annual surveys.

#### **4 Our Adult Social Care Customer Experience and Engagement Approach**

- 4.1 In Adult Social Care we want to ensure that customer experience and engagement is a continuous process, and that we are responsive to the feedback received. Working together leads to better informed decision making, improved experience of people with care and support needs, differing perspectives and the nurturing of better relationships and improved trust in services. To achieve this, we need to encourage people to let us know what it is like to use our services; listen to those experiences; and, where necessary, make changes to improve customer experience. The Annual Report or Local Account is one way we demonstrate what we are doing to engage with and improve customer experience.
- 4.2 It is important to recognise the differences between customer experience and customer engagement. Customer experience describes a customer or carer’s personal knowledge of the quality of care and services they receive. Customer engagement is the process of working with customers, carers and other stakeholders to design and develop services.

- 4.3 Whilst recognising that every day, practitioners are working closely with people to co-design their care and support and address any issues and concerns, there are a range of service wide methods we have in place to understand and engage with customers experience. A number of these had just been launched before the onset of the COVID-19 pandemic, were then paused and how now being restarted.

## 5 Customer Experience

Measures in place to better understand the customer experience include:

### 5.1 Real time approach to service feedback.

We have developed 'real time' approaches to understanding the experience of those who access our support and to encourage more people to 'get involved'. This is an online survey, consisting of a series of statements from the perspective of the person receiving support and/or their carer i.e., satisfaction with support received and does this support help people feel safe. Completion of the survey is promoted at the 'review' of someone's care and support needs and a link is also available on all customer documents such as assessment, support plans or reviews. The questions asked are aligned to questions in ASCOF surveys, providing an opportunity to compare, to see if any work we are doing in between surveys is improving results from previous surveys alongside being able to address any experience concerns in real time. People are asked to suggest improvements and if they would like to be involved in some way and are invited to receive a copy of our Adult Social Care and carers bulletins. <https://www.coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care>. Since the relaunch of the survey in April 2022 a low number of surveys have been completed (13) however respondents all identify positively when asked regarding their satisfaction with the support received and that this support helps them feel safe.

### 5.2 Learning from complaints

We have a complaints process which includes actions taken to resolve any complaints and the collation of learning actions which can be used to identify any improvement themes. An Adult Social Care complaints report is produced annually and sets out the number of complaints received, outcomes, and those which have been referred to the Local Government and Social Care Ombudsman. One improvement action has been the introduction of the Internal Investigation Form which captures individual learning from each complaint received, which is then shared with the relevant service areas to then implement any learning going forward. In 2021/22 we received 72 complaints compared to nearly 4 times more compliments (279).

### 5.3 Practice quality assurance framework

We have produced a Practice Quality Assurance Framework which includes a range of methods; audit of case work, observation of practice and to ensure supervision of staff is effective. The Framework aims to support the quality of our practice and ensure we address any issues directly between the practitioner and their supervisor. The audits are completed using online forums and results are also collated and analysed centrally in order to identify any overarching organisational practice issues or trends. 114 audits have been completed so far this year (24% completion rate) with this work providing direct feedback to practitioners on improvements to practice where required.

### 5.4 Senior management 'line of sight'

To enhance this further and ensure senior managers have a 'line of sight' on practice and the experience of people, in 2022/23 senior managers (including the Director of Adult Services) started to receive and feedback on examples of case work and undertake customer interviews. These interviews ask questions such as 'How did you find out about Adult Social Care, how easy was it to get in touch? What was your experience of being contacted and having someone identify any needs for care and support you may have? Anything you would change or improve?'. In the first quarter of 2021/22, 10 case audits were undertaken and 5 customer interviews. Feedback from those interviewed included compliments regarding the practice and satisfaction with support received.

#### 5.5 Adult Social Care annual report

For a number of years, and not paused due to the pandemic we have continued to produce the Adult Social Care annual report. This is strongly influenced by examples of the direct experience of people and results of feedback received are included in the Adult Social Care Annual Report. As a result of previous survey results we have reflected feedback regarding how easy people find information about Adult Social care. We have redesigned and published new public information leaflets and used the feedback and experiences of people to inform a review of our Adult Social Care webpages. Furthermore in 2021/22 we produced a 'Coventry Adult Social Care Offer' which is a clear statement explaining our vision and objectives, aligned to the Council's One Coventry Plan ambitions. This is a way of setting out how we do things in Coventry, what people can expect when they contact us, how they can participate in our work and useful links to information and advice.

### **6 Customer Engagement**

Measures in place to ensure customer engagement include:

#### 6.1 Stakeholder reference group

We have a well-established bi-monthly Adult Social Care Stakeholder meeting where anyone with experience of Adult Social Care is welcome to attend. In the stakeholder group we discuss upcoming developments including social care reforms and seek input into key developments and policies. The group is made up of people receiving support, carers and voluntary sector representatives. Representatives of the group are also invited to join various steering groups to enhance and inform decision making and developments more generally. This is particularly evident in Mental Health Transformation programmes and in the Adult Social Care reforms preparation work currently being undertaken. We recognise that reference groups and steering groups are one form of engagement, but we want to ensure we reach out to all those receiving Adult Social Care who for whatever reason may not be able to participate in such forums. We are using our real time survey to ask people if they want to be involved in a way which suits them and their circumstances.

#### 6.2 Recruitment and Training

We invite people with lived experience to deliver training sessions for our staff so they can provide their direct experience and involve people in the recruitment processes for staff working in Adult Social Care. This can be through people being part of a recruitment panel when we are looking to recruit new staff.

#### 6.3 Service development

We also want to involve people more in commissioning processes when we are developing new and existing services. Significant engagement of people with lived

experience has informed the proposed development of a dementia Hub in the City and engagement has commenced in relation to re-commissioning of home support services. A new Deafblind communicator guide service is being commissioned which will be developed in partnership with service users.

Work is already planned in response which includes a widescale consultation to inform revised carers strategy and recommissioning processes, continuation of training programmes for staff and wider engagement opportunities such as outreach and community partnership events

## **7 How we use feedback**

7.1 All learning from our customer experience activity is received and analysed by an Operational Performance Group and the Adult Social Care Senior Management Team and used to inform service development. In the next year we are looking to further progress this by;

- Producing and publishing an 'Engagement, Involvement and Co-Production Approach'. This describes our commitments to how we will engage, opportunities to get involved and the principles to engagement i.e., be honest about what can be changed, work with seldom heard groups and explore/address any barriers to involvement.
- Outreach and engagement – taking learning from an engagement exercise regarding the review of the Adult Social webpages, to establish an annual programme of engagement with communities, building on what we know about the profile of people who access Adult Social Care.
- Developing a visible 'you said / we did' approach so we have a way of highlighting to the public the learning and improvement from our all our engagement activities.
- Ensuring engagement with people with lived experience in future commissioning and shaping of services and checking, through provider Quality Assurance work, that service user engagement informs improvements to service provision.

7.2 The approaches described in this paper in respect of customer experience have not generated a body of evidence to draw any firm conclusions from, however, insights gained so far are suggestive of a positive customer experience and we want to continue expanding our engagement with customer experience to ensure we gain a rounded and real time view of the quality of services beyond what is available from annual surveys required for ASCOF indicators.

**Name and job title:**

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Adults Principal Social Worker

**Service:**

Adult Services

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# Agenda Item 6

Health and Social Care Scrutiny Board Work Programme 2022/23

Last updated 2<sup>nd</sup> September 2022

Please see page 2 onwards for background to items

<b>6<sup>th</sup> July 2022</b>
<ul style="list-style-type: none"><li>- Adult Social Care Reforms</li><li>- Adult Social Care Quality Assurance and Market Failure Plan</li></ul>
<b>14<sup>th</sup> September 2022</b>
<ul style="list-style-type: none"><li>- Adult Social Care Annual Report and Key Areas of Improvement 2022/23 (Local Account)</li><li>- Customer Experience</li></ul>
<b>2<sup>nd</sup> November 2022</b>
<ul style="list-style-type: none"><li>- Adult Safeguarding Annual Report 2021/22</li><li>- Keeping People Safe</li><li>- Report back of the Autism Task and Finish Group</li></ul>
<b>7<sup>th</sup> December 2022</b>
<ul style="list-style-type: none"><li>- Integrated Care System (ICS)</li></ul>
<b>1<sup>st</sup> February 2023</b>
<ul style="list-style-type: none"><li>- Health Protection</li><li>- Managing Demand for Adult Social Care</li></ul>
<b>22<sup>nd</sup> March 2023</b>
<ul style="list-style-type: none"><li>- Director of Public Health and Wellbeing Annual Report</li></ul>
<b>2022/23</b>
<ul style="list-style-type: none"><li>- Access to GP Services</li><li>- Community Mental Health Transformation</li><li>- Adult Social Care Safeguarding Board Annual Report 2022/23</li><li>- All Age Autism Strategy 2021-2026 Implementation Update</li><li>- Primary Care including recruitment, retention and supporting self-care</li><li>- Health Sector Skills Development</li><li>- Child and Adolescent Mental Health (Joint with SB2)</li><li>- West Midlands Ambulance Service</li><li>- Preparing for CQC Assurance</li><li>- Modernising Sexual Health Services</li></ul>

<b>Date</b>	<b>Title</b>	<b>Detail</b>	<b>Cabinet Member/ Lead Officer/ Organisation</b>
<b>6<sup>th</sup> July 2022</b>	- Adult Social Care Reforms	The Board will receive information on Adult Social Care reforms which will be introduced in 2023.	Cllr M Mutton Pete Fahy Sally Caren
	- Adult Social Care Quality Assurance and Market Failure Plan	Scrutiny will scrutinise this report before it goes to Cabinet in July. The report focusses on the Council's commitment to ensuring best value in its commissioning and procurement and ensuring quality standards for care are met.	Cllr M Mutton Pete Fahy Jon Reading
<b>14<sup>th</sup> September 2022</b>	- Adult Social Care Annual Report and Key Areas of Improvement 2022/23 (Local Account)	To scrutinise the Adult Social Care Local Account 2020/21 and Adult Social Care Performance.	Cllr M Mutton/ Pete Fahy
	- Customer Experience	To scrutinise the experience those receiving Adult Social Care have.	Cllr M Mutton/ Pete Fahy
<b>2<sup>nd</sup> November 2022</b>	- Adult Safeguarding Annual Report 2021/22	To receive the Adult Annual Safeguarding Board Annual Report.	Cllr M Mutton/ Pete Fahy/ Rebekah Eaves
	- Keeping People Safe	To scrutinise how Adult Social Care work to keep people safe.	Cllr M Mutton/ Pete Fahy
	- Report back of the Autism Task and Finish Group	SB2 and SB5 established a joint task and finish group in July 2021 to look at Autism and neurodiversity. This includes referral rates, support to families and the impact on education.	Victoria Castree
<b>7<sup>th</sup> December 2022</b>	- Integrated Care System (ICS)	The NHS Long Term Plan has evolved into the development of ICS which was formally established on 1 <sup>st</sup> July 2022. ICSs are partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities	ICP

Health and Social Care Scrutiny Board Work Programme 2022/23

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
		between different groups. This item will review the first six months of operation of the ICS.	
<b>1<sup>st</sup> February 2023</b>	- Health Protection	To look at the Health Protection arrangements at Coventry City Council.	Cllr K Caan Allison Duggall
	- Managing Demand for Adult Social Care	TO review how the demand for Adult Social Care is managed.	Cllr M Mutton Pete Fahy
<b>22<sup>nd</sup> March 2023</b>	- Director of Public Health and Wellbeing Annual Report	To present the annual report for and feedback on progress from the previous report.	Cllr K Caan Allison Duggall
<b>2022/23</b>	- Access to GP Services	To review progress in the access to GP services which has been made following this item in 2021/22.	ICB
	- Community Mental Health Transformation	To scrutinise community based mental health and emotional well-being services for the adult population of Coventry with an emphasis on restoration and recovery from Covid-19.	Coventry and Warwickshire Partnership Trust
	- Adult Social Care Safeguarding Board Annual Report 2022/23	To receive the Adult Social Care Safeguarding Board annual report.	Cllr M Mutton Rebekah Eaves
	- All Age Autism Strategy 2021-2026 Implementation Update	This report was scrutinised by the Board prior to it being approved by Cabinet in February 2022. The Board welcomed the ambitious plans and requested an update on the delivery of the Year 1 action plan.	Cllr M Mutton Pete Fahy
	- Primary Care including recruitment, retention and supporting self-care	An item to look at Primary Care, including the recruitment and retention of GPs, Supporting Self Care and changes to service delivery post Covid-19.	Integrated Care System
	- Health Sector Skills Development	Identified at the meeting on 14.07.21, Members asked to scrutinise work in the City by partners, including Warwick and	Integrated Care System

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
		Coventry Universities to train and retain health professionals in Coventry.	
	- Child and Adolescent Mental Health (Joint with SB2)	To include referral pathways, wait times, support whilst waiting for diagnosis and the impact of diagnosis on families and educators. To include wider children’s mental health support.	Integrated Care System
	- West Midlands Ambulance Service	WMAS are experiencing operational challenges which are impacting on patient care. The Board would like to scrutinise the Ambulance Service and see how other partner agencies are supporting WMAS, including the Fire Service.	WMAS
	- Preparing for CQC Assurance	To scrutinise the work being done in preparation for the reintroduction of CQC inspections of Adult Social Care from April 2023.	Cllr M Mutton Pete Fahy
	- Modernising Sexual Health Services	To consider the ‘modernising sexual health services’ agenda.	Cllr Caan Allison Duggall

### Frequently Used Health and Social Care Acronyms

- ASC – Adult Social Care
- C&WCCG – Coventry and Warwickshire Clinical Commissioning Group
- CQC – Care Quality Commission
- CWPT – Coventry and Warwickshire Partnership Trust
- CWS – Coventry Warwickshire Solihull
- DPH – Director of Public Health
- GEH – George Elliott Hospital
- JHOSC – Joint Health Overview and Scrutiny Committee
- H&WB – Health and Wellbeing
- H&WBB – Health and Wellbeing Board
- HOSC – Health Overview and Scrutiny
- ICB – Integrated Care Board
- ICP – Integrated Care Partnership
- ICS - Integrated Care System
- LMC – Local Medical Council
- PCN – Primary Care Network
- SWFT – South Warwickshire Foundation Trust
- UHCW – University Hospitals Coventry and Warwickshire
- WMAS – West Midlands Ambulance Service

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