



Health and Social Care Scrutiny Board (5)

Time and Date

11.00 am on Wednesday, 4th September, 2024

Place

Diamond Rooms 1 and 2 - Council House, Coventry

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

(a) To agree the minutes of the meeting held on 17th July 2024 (Pages 3 - 8)

4. Cabinet Member Priorities for the Year

Verbal report of the Cabinet Member for Adult Services, Councillor L Bigham, and the Cabinet Member for Public Health, Sport and Wellbeing.

5. Adult Social Care Performance - ASC Self-Assessment and Annual Report (Local Account) 2023/24 (Pages 9 - 130)

Report of the Director of Adult Services and Housing .

6. Work Programme and Outstanding Issues (Pages 131 - 140)

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

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

Tuesday, 27 August 2024

Note: The person to contact about the agenda and documents for this meeting is Caroline Taylor, Governance Services caroline.taylor@coventry.gov.uk

Membership: Councillors S Agboola, S Gray, L Harvard, A Hopkins, M Lapsa, G Lewis, K Maton, C Miks (Chair) and B Mosterman

By Invitation Councillors: L Bigham, K Caan, G Hayre and S Nazir

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Caroline Taylor, Governance Services
caroline.taylor@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at
11.00 am on Wednesday, 17 July 2024

Present:

Members: Councillor C Miks (Chair)
Councillor S Agboola
Councillor B Christopher (substitute)
Councillor S Gray
Councillor A Hopkins
Councillor M Lapsa
Councillor G Lewis
Councillor K Maton
Councillor B Mosterman

Other Members: Councillor L Bigham, (Cabinet Member for Adult Services)
Councillor K Caan, (Cabinet Member for Public Health, Sport and Wellbeing)
Councillor G Hayre, (Deputy Cabinet Member for Public Health, Sport and Wellbeing)
Councillor S Nazir (Deputy Cabinet Member for Adult Services)

Employees (by Directorate)

Adult Services S Caren, P Fahy, N Byrne, J Reading

Law and Governance G Holmes, C Taylor

Others Present: E Cappell, C Hollingsworth, A Penman, C Potts
(Coventry and Warwickshire Partnership Trust)

Apologies: Councillor L Harvard

Public Business

1. Declarations of Interest

There were no disclosable pecuniary interests.

2. Minutes

The minutes of the meeting held on 10th April 2024 were agreed and signed as a true record.

There were no Matters Arising.

4. Community Mental Health Transformation

The Board considered a briefing note and presentation of representatives of Coventry and Warwickshire Partnership Trust, which provided an update on the Adult Community Mental Health Transformation.

The NHS Long Term Plan (LTP) made a commitment to expanding services for people experiencing mental health illness. Following the investment into Community Mental Health Services, the impact meant:

- Individuals would have access to mental health support from a wider network of organisations all working together, in a truly integrated and collaborative culture.
- New care models had been co-produced.
- Increasing access to psychological therapies.
- Improving physical healthcare
- Addressing the holistic needs of the whole person.

The new approach enabled people to take an active role in their care planning and delivery, promoting greater choice and control over their own health and wellbeing.

The commitment of the Coventry & Warwickshire Partnership Trust, was that people would not repeat or re-tell their story or have multiple assessments and led by a trauma-informed approach.

The impact/benefits would be:

- Better access to more people and a wider section of the population.
- Expert multi-disciplinary led assessment and interventions
- Greater geographical reach, to offer service users and their family's choice prior to admission and better access to service which bring care closer to home.
- Closer links with the community and localities, and working in partnership with local voluntary, community and social enterprise (VCSE) and Partner agencies to meet the holistic needs of the local population.
- More responsive, preventing people reaching a mental health crisis and needing admission to hospital. Patients with the most urgent needs could be provided with face to face support within 4 hours if needed.

The Cabinet Member for Adult Services, Councillor L Bigham, welcomed the transformation and the intent to make things better for people through partnership, centring on the person, not the symptoms.

The Cabinet Member for Public Health, Sport and Wellbeing, Councillor K Caan, welcomed the changes in the service, how it would uplift communities and how, through the power of partnership working, psychological therapies suited to the individual was now increasing.

Members of the Scrutiny Board, having considered the content of the briefing note and presentation, asked questions and received information from officers on the following matters:

- To ensure the service was resilient to demand, the following measures had been implemented:
 - the community offer had been enhanced with new pathways available.

- Psychological interventions now started at primary care level and there was a new offer around complex need.
- New pathways focused on core community teams with integrated ways of working, a fact model allowing a quick response and embedded group interventions.
- Transformation was continuous, responding to people's needs, but focusing on integration and a seamless flow for patients accessing services.
- Access to intervention was a huge focus, and the move from an 18 week referral to a 4 week wait to referral to treatment target was underway meaning a significant difference to a person accessing services.
- Transformation of the pathways had released capacity. Additional monies had been forthcoming, resulting in additional staff being employed and within the Council's Social Care department, 10 new members of staff had been employed to help to support needs.
- Feedback had been sought from patients throughout their transformation journey. Experts by experience had been used to improve provision of feedback.
- Changes had been made to the way people access services with the introduction of 111 for referrals.
- There was a commitment across the partner organisations to ensure services were culturally competent.
- Working from deprivation indexes, the most deprived wards in the city were targeted to ensure there was more provision available and ensuring translators were available and being culturally sensitive and competent.
- Responding to public safety was everyone's responsibility and a new pathway was available through the forensic services and as part of that protection was in place working closely with the police and probation service. Right Care Right Person was also in place, working in partnership with the West Midlands Police Service.
- Expanded community teams were temporarily occupying the former Fennel Day Hospital building.

The Board requested the following information:

- A map of where the mental health support services in Coventry were based.

RESOLVED that the Health and Social Care Scrutiny Board (5):

- 1) Note the content of the report and the steps being taken to continually strengthen access to community mental health support for Adults and Older Adults, across Coventry.**
- 2) Support the recommendations that the pre-existing day service units are permanently closed as they represent a duplication of services now delivered in alternative ways.**
- 3) Re-word the mood difficulty terminology on the 'National Ask' slide of the presentation.**

5. **Adult Social Care Market Position Statement Refresh**

The Board considered a briefing note and presentation of the Director of Adults and Housing, which provided an update on the Market Position Statement Refresh 2024.

The Council, NHS Coventry and the Warwickshire Integrated Health Board (CWICB) was striving to develop a diverse, vibrant and high quality health and social care market to meet the needs and aspirations of the people of Coventry who required support now or who may do so in the future.

Effective communication with the market was a key part of market development and sustainability, so that providers were aware of both the challenges facing Adult Social Care and some of the principal areas where needs and demands analyses indicated the requirement for services to be developed.

Market Position Statements were a tool for providing this communication and the production of a Market Position Statement (MPS) for Adult Social Care fulfilled requirements of the Care Act (2014) in relation to market shaping duties.

The MPS focused on current activity and future opportunities across the whole Adult Social Care market and sought to provide a balance between description and analysis.

The document aimed to give clarity about the difference we were looking to make in people's lives. Our role is to support individuals to live as independently as possible, using strengths-based practice, and to ensure that anyone with care and support needs had access to good quality, tailored and reliable support.

Since the publication of the previous MPS, key achievements included:

- Development of an increased supported living offer for adults with learning disabilities and/or autism or those with significant needs associated with their mental ill health which facilitates more independent living.
- Establishment of the Improving Lives Programme, a multi-agency initiative that aimed to improve the way the health and care system responds to emergency needs.
- Increasing visibility of Adult Social Care including through Open Days held in various part of the city.
- A successful bid for Accelerating Reform Grant monies which would be used to fund several projects centred on delivering alternative methods of support with a particular emphasis on supporting informal carers.
- Award of funding to identify and scope the number of international recruits employed in Coventry and Warwickshire, assess the risk to both individual recruits and the wider care market should sponsorship become unstable, and identify a cohort of ethical employers, willing to train, mentor or re-employ displaced International Recruits, migrants, and/or refugees.

The Cabinet Member for Adult Services, Councillor L Bigham, shared that this was an exciting piece of work, demonstrating an interest in the best outcomes for the community whether delivered by internal or external providers.

Members of the Scrutiny Board, having considered the content of the briefing note and presentation, asked questions and received information from officers on the following matters:

- Local provision was encouraged and there was a good number of local providers within the market. A framework of smaller providers was being established which would include ethnic minority groups.
- There were 204 registered care providers in Coventry, with local providers being at the base of the home support provision.
- Fee rates were average within the West Midlands and the majority of providers were happy with the Council level of support.
- A carers plan was in place and more options were being developed to help respite carers. The Reform Fund would support shared lives and a digital solution to ensure carers were aware of all available support was being developed.
- Ensuring excess profits were not being made by the private sector was governed by a fee rate panel and a system was in place to monitor return on profit.
- Whilst the report referred to learning disability and autism and not necessarily a wider definition of neurodiversity, assessments were based on the needs of individuals rather than a named diagnoses.

The Board requested:

1. Clarification on the distribution and number of residential homes by ward.
2. A list and description of each type of care provision in Coventry to be circulated.

RESOLVED that the Health and Social Care Scrutiny Board (5) agrees the Market Position Statement for use with the Adult Social Care Market with consideration made for encouraging local and not-for profit suppliers, where appropriate.

6. **Work Programme and Outstanding Issues**

The Health and Social Care Scrutiny Board (5) noted the work programme.
Any Other Items of Public Business

RESOLVED that the Health and Social Care Scrutiny Board (5) notes the Work Programme 2024-2025.

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

There were no other items of public business.

(Meeting closed at 1.10 pm)

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Health and Social Care Scrutiny Board (5)
Cabinet
Council

04 September 2024
01 October 2024
15 October 2024

Name of Cabinet Member:

Cabinet Member for Adult Services – Councillor L Bigham

Director Approving Submission of the Report:

Director of Adult Services and Housing

Ward(s) affected:

All

Title:

Adult Social Care Performance - Self-Assessment and Annual Report (Local Account) 2023/24

Is this a key decision?

No - These are performance reports for 2023/24 and no recommendations are made that have significant financial or service implications.

Executive Summary:

The Care Quality Commission (CQC) are responsible for assessing Local Authorities' delivery of their adult social care functions and have produced a framework to assess how well Local Authorities are performing against their duties under Part One of the Care Act 2014. As part of these arrangements Local Authorities are required to complete a Self-Assessment for issuing to the Care Quality Commission following receipt of the 'Notification of Inspection' by the Local Authority.

Coventry City Council has not yet received a 'Notification of Inspection' letter but preparation for inspection is an ongoing process of which the production of a self-assessment is part.

Coventry City Council Adult Social Care has for many years produced an Annual Report which covered performance and activity for the previous year along with examples and case studies of where we have made a positive impact to people's lives.

Although the production of an Annual Report was not a requirement it has always been well received by stakeholders so is something we are continuing with but have restructured the format to cover each of the four CQC themes for inspection and the quality statements associated with these themes. However, as the CQC self-assessment process also requires the provision of a range of operational detail, the Annual Report has also been produced to mirror this detail.

In summary, the self-assessment and annual report provide the totality of the City Councils self-assessment in preparation for CQC inspection.

The Self-Assessment will be updated annually and presented alongside the Annual Report and provided to the CQC when the Council is selected for an inspection.

The approach taken to the both the Self-Assessment and Annual Report demonstrates an open approach to our successes, challenges and where we can develop further in order to improve outcomes for people with care and support needs and their unpaid carers within Coventry. The Self-Assessment also provides the opportunity to present the context within which CQC will be inspecting Adult Social Care in Coventry.

The production of the 2023/24 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 who have been in contact with Adult Social Care, along with their families and carers.

Recommendations:

The Health and Social Care Scrutiny Board (5) is requested to:

- 1) Consider the Adult Social Care Self-Assessment and Annual Report (Local Account) 2023/24 submit any comments to Cabinet for their consideration on the content of the assessment and report

Cabinet is requested to:

- 1) Consider any comments from the Health and Social Care Scrutiny Board (5)
- 2) Approve the Adult Social Care Self-Assessment and Annual Report (Local Account) 2023/24
- 3) Submit any comments to Council for consideration on the content of the Self-Assessment and Annual Report (Local Account) 2023/24

Council is requested to:

- 1) Receive and note the Adult Social Care Self-Assessment and Annual Report (Local Account) 2023/24.

List of Appendices included:

Appendix One - Annual Report (Local Account) 2023/24
Appendix Two - Adult Social Care Self-Assessment 2023/24

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 04 September 2024.

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?

Yes – 15 October 2024

Report title: Adult Social Care Performance – Self-Assessment and Annual Report (Local Account) 2023/24

1. Context (or background)

- 1.1 The Care Quality Commission (CQC) are responsible for assessing Local Authorities' delivery of their adult social care functions and have produced a framework to assess how well Local Authorities are performing against their duties under Part One of the Care Act 2014. As part of these arrangements Local Authorities are required to complete a Self-Assessment for issuing to the Care Quality Commission following receipt of the 'Notification of Inspection' by the Local Authority. Coventry City Council has not yet received a 'Notification of Inspection' but the current CQC commitment is to complete all inspections by the end of 2025.
- 1.2 Coventry City Council Adult Social Care has for many years produced an Annual Report which although was not a requirement has always been well received by stakeholders. The Annual Report format has been restructured to cover each of the four CQC themes for inspection and nine quality statements associated with these themes.
- 1.3 Our Annual Report this year mirrors the content of the Self-Assessment highlighting some of the work we are doing through examples and spotlights on the support we provide. It is intended that the annual report be read alongside the Self-Assessment.
- 1.4 The specific content of the Self-Assessment and Annual Report is as follows:

1.5 Self-Assessment

- 1.6 The Self-Assessment report uses the four themes from the CQC's assurance framework and the nine quality statements. This structure is also used in the Annual Report.
- 1.7 Within this self-assessment each theme has been summarised to identify specific strengths associated with that theme and where there is evidence of good practice and areas for further development.
- 1.8 In overall terms we would assess our key strengths and areas for development arising from the self-assessment as being:

1.9 Strengths

- Workforce - Our workforce is committed and stable with workforce surveys providing positive feedback on Coventry as a place to work.
- Market - Our market is able to respond to demands for care- we can source care for hospital discharge and for demand from the community quickly in most cases although challenges exist for some groups such as younger adults with particularly complex needs.
- Partnership working - NHS organisations in mutual improvement programmes such as Improving Lives and Mental Health Transformation, and with CV Life in developing activity programmes.
- Promoting independence - Our promoting independence approach focuses on supporting people at home using Occupational Therapy to support (top quartile performance.)

- Carers Information and Advice - Our provision of information and advice for carers is ranked upper middle quartile nationally indicating that people find it relatively easy to find information related to support for unpaid carers

1.10 Areas for Development

- Improving the diversity of options to choose from in relation to how identified outcomes are delivered - We can source care and support for people quickly in the majority of cases. However, there can be an over-reliance on regulated provision due to an absence of apparent alternatives within the City to provide alternatives in meeting needs.
- Uncompleted work (with continued involvement) - We have open safeguarding cases, incomplete assessments and support plans (with continued involvement), DOLS authorisations, financial assessments, DFG applications and our review performance is 55.6% for 2023/24 (but over an 18-month period we see 81% of people we support through long term care either through assessment or review). We are transparent through Cabinet Member reporting and Scrutiny and have processes in place to manage risk.
- Supporting carers - Locally through our carers networks carers indicate satisfaction with how they are supported, the information they receive and that carers feel involved in decision making. However, surveys indicate that carers do not feel as well supported as we want them to be. To start to address this a revised Carer's Action Plan was produced in December 2023, and Approved by the Cabinet Member for Adult Services, setting out the steps we will take over the next two years to improve our support to carers.
- Supporting a diverse community - Equalities runs across all areas. With an increasingly diverse demographic our challenge is how we reach out to and communicate so people feel equipped and able to approach social care when they need to and are met with a culturally appropriate response. We have increasingly reached out to communities in 2022 and 2023 through community engagement sessions and have good examples of where our approach supports people from diverse communities but there is more work to be done.

1.11 Where areas for development have been identified they link to the Adult Social Care improvement plan for 2024/25. The Improvement Plan enables overall progress to be monitored by the Adult Social Care Management Team. Improvement leads provide quarterly updates on progress and key achievements which is reported alongside Self-Assessment updates.

1.12 **Annual Report**

1.13 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.

1.14 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 specific case studies and direct quotes have been used to demonstrate the impact that Adult Social Care has on individuals and their families.

1.15 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.

1.16 This continued increase in demand for Adult Social Care alongside the support with activities of daily living that make up most of our referrals, saw most people presenting with a combination of issues associated with mental health, wellbeing and social skills. People also now appear to be approaching social care at a later stage in their care journey than would normally have been the case, with higher levels of need. Unpaid carers have also seen their caring roles intensify and have been placed under continued increased pressure. This has had an impact on the emotional and physical health of carers across the city which again is placing demand on Adult Social Care.

1.17 Some of the other key challenges we are continuing to manage include:

- Increasing demand for services resulting from an ageing population. 13% of the population is over 65 projected to increase by 27.7% by the year 2043
- Increasing numbers of adults with mental illness accessing long term support
- Increasing costs of care due to external factors including National Living Wage, increases to employer pension contributions, other inflation costs, the increased complexity of the care needs that people are experiencing.

1.18 The production of the 2023/24 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 Val (page 17 of the Annual Report) and how we support people following discharge from hospital, through integrated team approaches as part of the Improving Lives programme of work
- Our work with Phil (page 20 of the Annual Report) demonstrating how we support people who are deafblind and in Phil's words 'feel more normal, not different to society and feel like a human being'.

1.19 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. Integrated Care Systems (ICS) are continuing to bring together; Acute, Community Health Trusts, GPs and Primary Care services with Local Authorities and other care providers. These aim to bring organisations together to redesign, improve support and outcomes for residents.

1.20 Our Annual Report also reflects on our successes and delivering on Improvements in 2023/24. These include:

- Workforce development. Although our workforce survey indicates that people feel well supported and valued by Coventry City Council. Listening to our workforce and developing our workforce skills in order to appropriately support the population we serve is a key priority. Improvements include a focus on recruitment by including supportive video's particularly for mental health where recruitment was most challenging. The videos featured an expert by experience talking about her experience of our services alongside a social worker

- Our use of technology in the delivery of care and support. We are supporting the adoption of Integrated Care Records, digital social care records and are exploring and implementing innovative ways to support falls prevention within care home settings. Improvements include securing funding through the Digital Transformation Fund via NHS England (NHSE) and employed a Digital Transformation Officer to support the Adult Social Care provider market implement Digital Social Care records by 2025

2. Options considered and recommended proposal

- 2.1 A Self-Assessment and 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 Self-Assessment and Annual Report for 2023/24 is approved by the Cabinet.

3. Results of Consultation undertaken

- 3.1 The Self-Assessment, although not subject to specific consultation, has been summarised by areas that the service considers to be strengths or where there is evidence of good practice and areas for further development. These have been chosen by using evidence from analysis of the Council's Care Act compliance, feedback from stakeholders and people who use our services, including from complaints. In developing the Self-Assessment there has been considerable engagement of internal staff across Adult Social Care, including staff workshops. These explored staff perceptions of the Council's strengths and areas for development in relation to the CQC themes and gathered staff views on how the Directorate could improve in its delivery of Care Act duties. Findings from this engagement helped to shape the Self-Assessment.
- 3.2 Although the Annual Report for 2023/24 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 Self-Assessment and Annual Report will be published on the Council's internet pages and shared with partners and stakeholders.

5. Comments from the Director of Finance and Resources 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.

Both documents highlight ongoing increases in spend within Adult Social Care, with the increase largely driven by an increase in demand and complexity alongside increases to costs driven by high levels of inflation. This increase was resourced from additional Council investment in Adult Social Care along with grant resources received from Government.

5.2. Legal implications

There are no direct legal implications arising from the publication of the Annual Report or the Self-Assessment.

The publication of the Annual report is in accordance with the 2011 Department of Health recommendation that all local authorities' Adult Social Care directorates publish an Annual Report.

6. Other Implications

6.1. How will this contribute to the One Coventry Plan?

[\(\(https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan\)\)](https://www.coventry.gov.uk/strategies-plans-policies/one-coventry-plan)?

This Self-Assessment and Annual Report demonstrate 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 Impact Assessment (EIA)

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 Self-Assessment and Annual Report provides an overview of Adult Social Care's performance and provides assurance to partners that progress is being made.

Report author:**Name and job title:**

Andrew Errington - Adults Principal Social Worker

Louise Ferro - Head of Service – Business Systems and Continuous Improvement

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Enquiries should be directed to the above person

Contributor/approver name	Title	Service Area	Date doc sent out	Date response received or approved
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Michelle Salmon	Governance Services Officer	Law and Governance	02.08.24	02.08.24
Sally Caren	Head of Adult Social Care and Support	Adult Social Care	19.08.24	19.08.24
Tracey Denny	Head of Service Localities and Social Care Operations	Adult Social Care	19.08.24	19.08.24
Aideen Staunton	Head of Service Partnerships and Social Care Operations	Adult Social Care	19.08.24	19.08.24
Jon Reading	Head of Commissioning and Quality	Adult Social Care	19.08.24	19.08.24
Ewan Dewer	Head of Finance	Finance and Resources	19.08.24	19.08.24
Names of approvers for submission: (Officers and Members)				
Pete Fahy	Director of Adult Services and Housing	-	30.7.24	01.8.24
Ewan Dewar on behalf of Barry Hastie	Head of Finance	-	19.08.24	19.08.24
Claire Coulson-Haggins	Deputy Team Leader, Legal Services	Law and Governance	02.08.24	05.08.24
Councillor L Bigham	Cabinet Member for Adult Services	-	19.08.24	21.08.24

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Adult Social Care Annual Report 2023/24

(Local Account)

People's Stories

Our Adult Social Care Offer

Our Key Achievements



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- Assessing needs
- Supporting people to live healthier lives
- Equity in experiences and outcomes

● **Providing support**

- Care provision, integration and continuity
- Partnerships and communities

● **Ensuring safety**

- Safe systems, pathways and transitions
- Safeguarding

● **Leadership**

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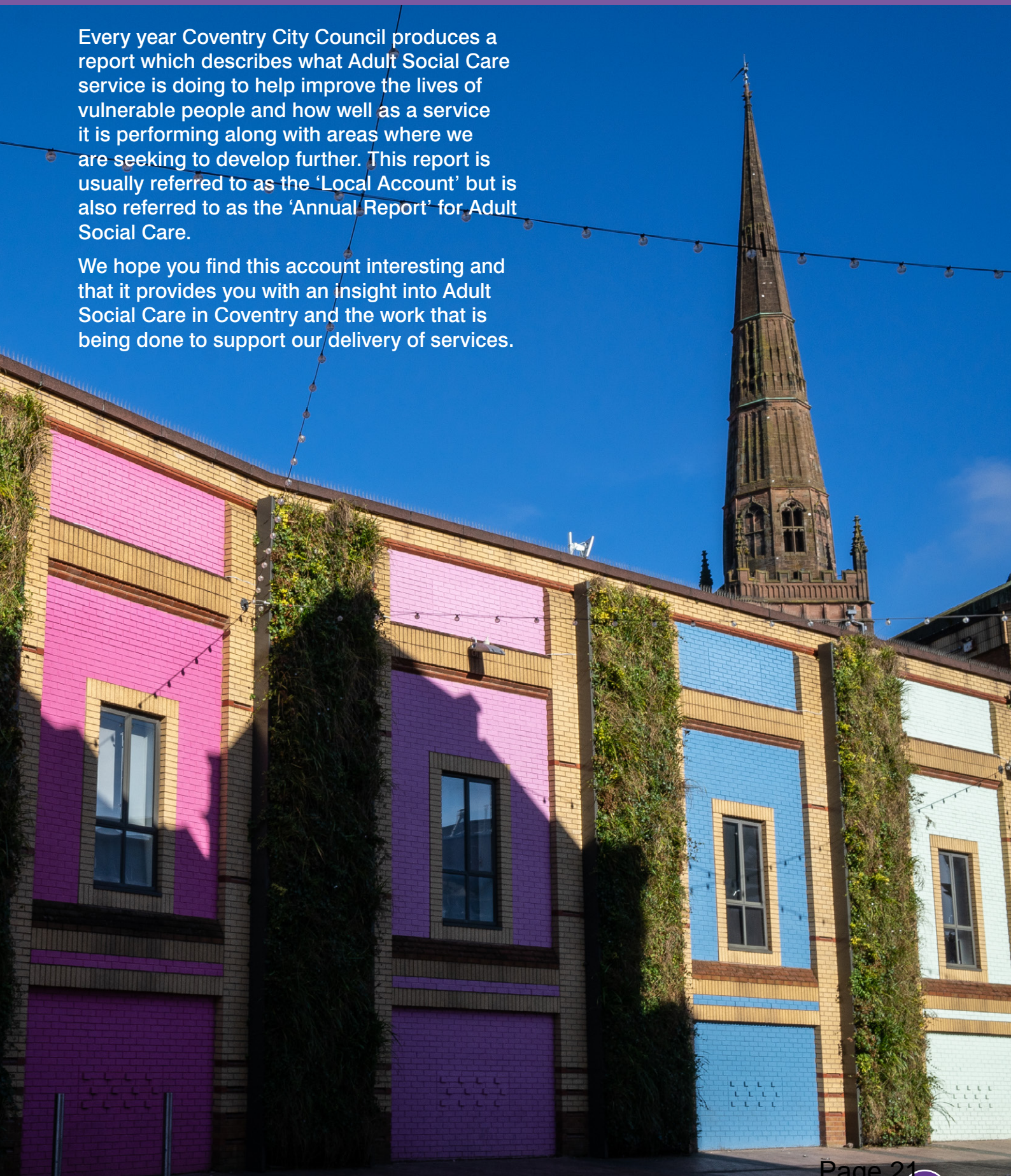
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What is the Local Account?

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 are seeking to develop 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 our delivery of services.



Foreword



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, 2023/2024, a year when the CQC assessment of Adult Social Care commenced. Although Coventry City Council has not been inspected, or notified of an impending inspection at the time of publishing this Annual Report the work required to be 'inspection ready' is now part of our everyday business.

In response to this new regulatory framework the format of the Annual Report has changed to be structured on the four themes of the CQC framework, Assessing Needs, Providing Support, Safety in the System and Leadership. In addition to this as part of the CQC inspection requirements a Self Assessment is also required, this contains more detail than the Annual Report and is produced as a separate document but for the purposes of CQC assessment the Annual Report and Self Assessment together provide the overview of how we deliver Adult Social Care in Coventry, its impact

and where we have opportunities to improve.

In respect of our performance for 2023/24 we continue to see increases in the numbers of people approaching us for care and support and people with more complex needs requiring greater volumes of support. This inevitably places an increasing strain on our resources, both workforce and financial.

Although our promoting independence approach remains the bedrock of our service model and in 2023/24 we saw the commencement of newly developed integrated teams between health and social care to deliver a new model of hospital discharge support. We call this our Improving Lives programme.

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 continue to be immensely proud and privileged to be the Director of Adult Social Care for Coventry City Council.



It is my pleasure to introduce this year's Adult Social Care Annual Report and to be able to say again how proud I am, as Cabinet Member for Adult Services, to reflect on the achievements, dedication and hard work of our workforce during the past 12 months.



**Councillor
Linda Bigham**

Cabinet Member for
Adult Services

I hope you find the report is helpful and interesting, but please do get in touch if you would like any further information or to offer us any feedback on the Annual Report by emailing getinvolvedasc@coventry.gov.uk

We would love to get your thoughts.

Each year an Adult Social Care Report is produced, and this is the second year that I have had responsibility for the service - something I am very passionate about.

This report offers an important insight into the services provided by the Council with the support of our all partners. It explains this as clearly as we can and that's why we try to make it available to as many people as possible.

It reflects on the experiences of those people using the services – and the difference, the care provided, makes for people. This is crucial for us because it is only through the feedback we get that we can strive to improve our services for everyone.

We also should not underestimate the increasing demands and challenges placed upon this service, including the limited funding available and the introduction of the Care Quality Commission Assurance Framework. The team have continued to provide high quality services, care and respite to the most vulnerable adults living in the city.

The pressures placed upon staff mean that it is even more important

to recognise the hard work, dedication and willingness to go the extra mile we see reflected in the wide range of examples included in the report. The impact on people and the outcomes achieved by those who need our services is excellent to read about!

I also realise that many people who work in social care also have caring responsibilities outside of their job, which is why a day doesn't go by when I don't think of the massive contribution and sacrifice of all informal carers.

I continue to be in awe of the level of professionalism and care demonstrated within this report and the ongoing commitment to do the right thing for the people who require our services. I hope that as a Council we can build on this and work with the Government to help us to drive future improvements across all aspects of social care.



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 few. 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, so 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, 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**

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 2022-2030 ambitions

coventry.gov.uk/onecoventryplan

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.

coventry.gov.uk/ascoffer



»» 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). 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.

In 2023 the Care Quality Commission (CQC) became responsible for assessing Local Authorities' delivery of their Adult Social Care functions producing a framework to assess how well Local Authorities are performing against their duties under the Care Act 2014.

cqc.org.uk/guidance-regulation/local-authorities/assessment-framework

The assessment framework for Local Authorities comprises 9 quality statements mapped across 4 overall themes. The 4 themes are;

- Working with people
- Providing support
- Ensuring safety
- Leadership

For each theme, CQC identify the: The 'I' statements and quality statements that they will assess:

Quality statements are the commitments that local authorities must commit to. Expressed as 'we statements', they show what is needed to deliver high-quality, person-centred care

I statements are what people expect. They are based on Think Local Act Personal's 'Making It Real' framework

As part of these arrangements Local Authorities are completing a 'Self-Assessment'. This is detailed report identifying how we are delivering Adult Social Care services in Coventry, our strengths and areas for development. Our Annual Report this year mirrors the content of this assessment highlighting some of the work we are doing through examples of the support we provide.

»» 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



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 and Duty Teams

The initial contact team gather more information about new referrals and the duty team support any incoming queries through Adult Social Care, for people that are in receipt of support.

Short Term Support

Local Integrated Teams

Integrated teams with three geographical bases across the city working with older people and people with physical disabilities to develop their independence and daily living skills and develop 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.

Community Discharge Team

Based at University Hospital Coventry and Warwickshire, supporting people to be discharged. The team works across the 7 day week and with extended hours.

Occupational Therapy and Equipment Services

Providing a range of advice and support about equipment, adaptations and solutions to make every day tasks easier for you, this includes telecare equipment such as personal trigger alarms, movement detectors or medication dispensers as required.

Long Term Support

Mental Health

Working with health colleagues at Coventry and Warwickshire Partnership NHS Trust as part of a S75 Agreement to support adults with mental ill health. The supports the Crisis Care pathways and community based services.

Older People's Assessment and Case Management Team

Work 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

Support adults turning 18 (or over). They will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.

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 following pages give you an indication of the challenges we face.

Budget – money matters

Activity – facts & figures

Demographics – Coventry the City

Our Workforce – The people that provide support where required

The Council is a large organisation spending a net £262.3m on revenue activity during 2023/24.



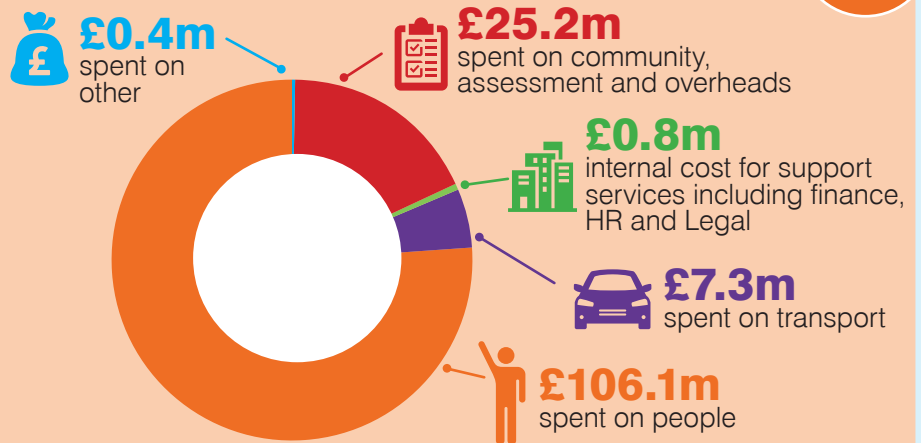
BUDGET - Money Matters

The gross Adult Social Care spend (minus citizens and other contributions) was

£139.8m

in 2023/24

compared to 2022/23 spend of £118.8m. The largest element of the increase relates to Spend on People.



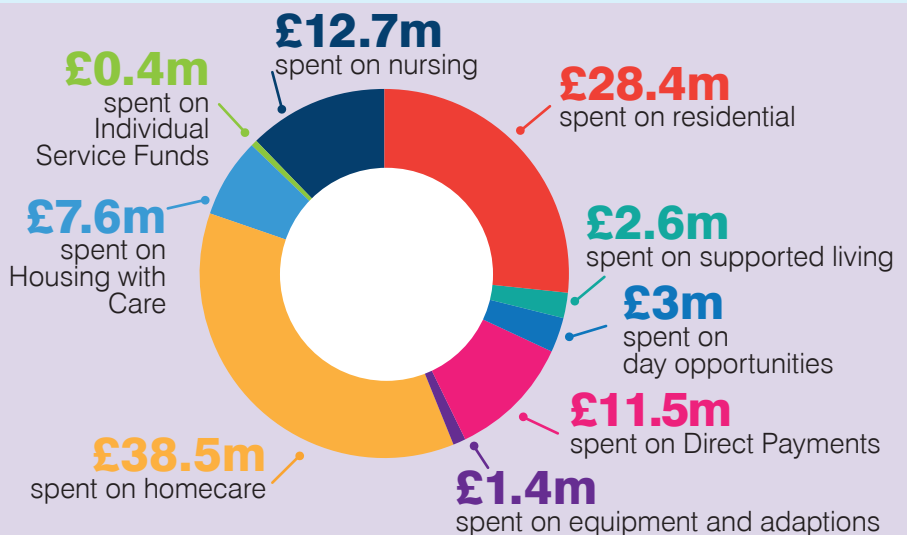
The 'Spend on People' referred to in the chart is

£106.1m

in 2023/24

This increased from £91.5m in 2022/23.

'Spend on People' is money spent directly on the provision of care.



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 2022/23 at

<https://lginform.local.gov.uk/reports/lgastandard?mod-metric=1029&mod-area=E08000026&mod-group=ADASSRegions&mod-type=comparisonGroupType>

ACTIVITY – Facts & Figures



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.

10,773

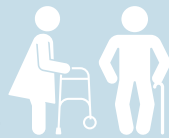
new requests for support (remains similar last year's figure of 10,772).

5% of requests resulted in a long-term service (similar as last year's 5.2%)



27%

received low level support (increase on last year's 25%)



26%

received a short-term service to promote independence (increase on last year's 25%)



4,721

people received long term support during the year out of which 3,650 people received long term support as of 31st March 2024

2,724

people had been in long term support for over 12 months as at 31st March 2024

1,364

people received a planned or unplanned review throughout the year (compared to 1,279 last year)



43

 people transitioned from Children's Services to Adult Social Care compared to 29 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

1,221

carers had their needs assessed in 2023/24

1,929

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 at

www.cqc.org.uk/publications/themes-care/area-data-profiles#profiles-c

In comparison to other Local Authorities Coventry continues to have;

Low rates of new requests for Adult Social Care, with an average of 30 a day compared to the national average of 36 in 2022/23

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;

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

Safeguarding

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.

6,796

safeguarding concerns received, an 8% increase from previous year (6,278)



1,353

safeguarding enquiries, a 28% increase from the previous year (1,055)



20%

the rate of concerns that led to an enquiry, up from 17% last year



1,345

completed safeguarding enquiries were undertaken in the year compared to 985 in the previous year



77%

of enquiries were concluded within 0-3 months

1,018

people (87%) were asked about their outcomes, a decrease from 90% of people asked last year (890)



96%

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



We continue to closely monitor all our 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 100,00 population in 2023/24 (2457) compared to 2022/23 England (1313) and West Midlands (1474). Coventry has a higher rate of enquiries started in 2023/24 (489) compared to 2022/23 England (387) and significantly higher than West Midlands (229). The high number of concerns started compared to England and West Midlands has meant that Coventry's conversion rate (20%) is lower than England (29%) but higher than the West Midlands conversion rate (16%). 2023/24 comparator data is due to be published in August 2024 on the digital.nhs.uk/data-and-information/publications/statistical/safeguarding-adults

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 an 2% (213) decrease in the number of applications.

2,757
2022/23

2,701
2023/24



463 (17%)

2023/24 are in due process compared with

458 (17%)
2022/23

In 2023/24 there were

2,238

applications completed which is an 3% decrease from

2,299
2022/23



There was a decrease of applications granted after

6 months

of being received from

106 (10%)
in 2022/23

87 (9%)
in 2023/24



How do we compare?

Comparator information will be published at the end of 2023-2024 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 638 DoLS applications per 100,000 of the population in 2022/2023 and in Coventry this figure was 809 applications per 100,000 in 2023/2024.



Coventry's population is growing, changing and increasingly diverse



Coventry is home to

345,300

residents (census 2021)

second largest Local Authority in the West Midlands. Coventry's population has grown by

8.9%

over the last 10 years



65.5%

of people in Coventry identified their ethnic group within the **'White'** category (compared with **73.8%** in 2011)

18.5%

identified their ethnic group as **'Asian, Asian British or Asian Welsh'** category (compared with **16.3%** in 2011)



The diversity in spoken languages is also increasing

Deprivation within the City has decreased in more recent years, the % of Coventry neighbourhoods that are amongst the 10% most deprived in England reduced from

18.5% to 14.4%

(between 2015 and 2019)

However, over a quarter (25.6%) of neighbourhoods are amongst the most deprived 20% of areas, a particular focus for the health system for tackling inequalities (the 'Core20').

Life expectancy in the city remains lower than the national and regional averages.

For **females** this is **82**

years and for **males 78**

years. There are significant health inequalities across our neighbourhoods.

13%

of the population is 65+ projected to increase by

27.7%

by the year 2043

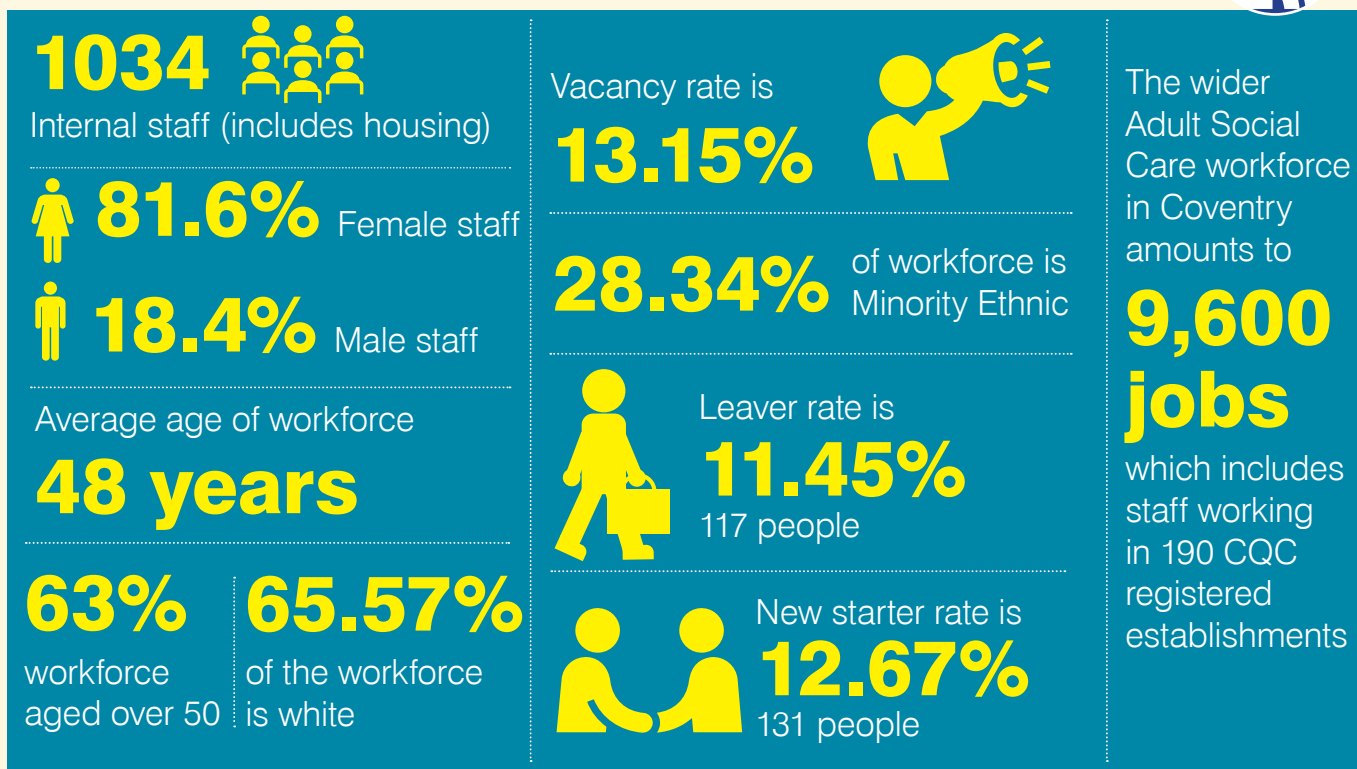
The median age of the population is

35

five years lower than that of the region and England at 40

2.4%

of the population are aged 85 or over



Our Key Achievements

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 in this report give a flavour of how we have delivered this approach, our commitments in our Adult Social Care Offer and priorities within the One Coventry Plan 2022-2030.

The Report this year is framed around the CQC Themes and Quality Statements and we have used real examples with the consent of those involved.



Working with people

This theme covers how we work with people, assessing their needs, maximising their independence, supporting people to live healthier lives ensuring a focus on those who may experience more inequality



Improving outcomes and tackling inequalities within our communities

ASSESSING NEEDS

Afsaneh's story – A journey to safety



What was the situation?

Afsaneh is a 42-year-old woman who was living in temporary accommodation. Afsaneh is from the Middle East and was a victim of domestic abuse from her ex-husband before being able to move to the UK using an illegal route to safety from the trauma she experienced from domestic abuse.

Afsaneh has a big family and is degree educated but had a serious accident which led to her having difficulty in walking and standing and had many corrective surgeries but was still not able to walk and uses crutches. She is prone to falls due to the muscle and bone weaknesses in both legs.

Her physical disability was as a result of road accident a long time ago which needed a number of surgeries. Afsaneh was in serious pain through the entire process of moving to the UK and she lost a significant amount of weight, and this affected her mood.

Afsaneh had no savings; she was an asylum

seeker with no current legal status to remain in the UK. Afsaneh stated she has had a difficult life and moving to the UK was the only surviving option she could think of.

Afsaneh was receiving asylum support from the Home Office weekly to buy food and other essentials. Afsaneh was unable to claim any benefit unless she received a positive outcome from the Home Office in terms of an application for asylum.

What did we do?

When Afsaneh was referred to Adult Social Care for support for her care needs, the assessment process was undertaken using an interpreter.

Once there is an appearance of needs, the Local Authority has a responsibility to assess and meet the needs as appropriate. A 'no recourse to public funds' status does not prevent an individual from accessing other publicly funded services, such as social care or NHS treatment. Services

must not be denied to a person solely because they have no recourse to public funds. However, a person's immigration status (or lack of status) may be a factor that determines whether they can access some services.

When assessing need and providing care and support to an adult with no recourse to public funds, the local authority must apply the Care Act 2014 in the usual way.

When a person who is 'in breach of immigration laws' qualifies for care and support, Schedule 3 of Nationality, Immigration and Asylum Act 2002 requires the Local Authority to determine whether the person can be reasonably expected to return to their country of origin to avoid a breach of human rights arising from their destitution in the UK. In practice, this means that the Local Authority will need to undertake a human rights assessment to identify whether there are any barriers preventing the person from being able to return. When a barrier to return is identified and

the person qualifies for care and support, the bar on providing support can be lifted and the person's care and support needs can be met.

A Human Rights Assessment was undertaken which identified that Afsaneh had a barrier preventing her from returning to the Middle East and she met the eligibility threshold for support from the Local authority.

www.nrpfnetwork.org.uk/information-and-resources/guidance-for-councils/adult-social-care

Support provided included;

- **Afsaneh received a short-term service to promote independence, as needed help with washing, dressing and to establish if needed any ongoing care and support.**
- **Liaison took place with the Coventry Refugee and Migrant Centre.**
- **Afsaneh required an Occupational Therapy assessment to help reduce her risk of falls during personal care and was also provided with equipment.**
- **A referral was also made to the housing team to provide support around her accommodation needs.**

Bukola the social worker involved said:

'I was happy to provide support to Afsaneh, it was my first experience of working with someone who was asylum seeking and needed to get to know the person, their journey, work with a multidisciplinary team and recognise the benefits of having good support network'

What happened and how are things now?

Afsaneh following a successful period of short-term support only needed a small package of care and support and this was arranged. Afsaneh was also granted her asylum to remain in the UK. She needed to quickly move out of her accommodation and also needed assistance with applying for benefits. Support was provided by the Coventry Refugee and Migrant Centre.

Afsaneh had a friend living outside of Coventry who was very supportive and subsequently moved to live near so could have an improved support system. Afsaneh is looking to have reconstructive surgery in the UK to improve her quality of life.

Afsaneh was appreciative of the support provided by the entire Adult Social Care team.



Aideen Staunton
Head of Service,
Partnerships and Social
Care Operations said:

'We recognise the key role we play as a Local Authority in supporting people who are seeking asylum, it's great to see how we supported Afsaneh working closely with migration colleagues'



Coventry has been an asylum dispersal city for asylum seekers and more latterly a "city of sanctuary" in respect of migrant populations. Coventry's Council webpages offer useful information to newly arrived communities including people who are seeking asylum, have been granted refugee status by the Home Office, or come into the city through other routes (such as students, overseas skilled workers or EU migrants)

coventry.gov.uk/immigration-asylum/newly-arrived-communities

Person's name has been changed to protect their identity

SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES

Val and Mike – Our Experience

What was the situation?

Valerie known as 'Val' is a married to Mike and they have two daughters; she married Mike when she was 21 after meeting at 16 when they both worked at the General Electric Company (GEC) and after 5 years of courtship. Val worked as a coil maker at the GEC and enjoyed the banter she had with her colleagues. They would have married sooner but her parents made them wait because of her young age. Val is now 82 years of age and had some falls recently and a hospital admission due to reduced mobility. Val also has physical health problems and was experiencing problems with her memory.



What did we do?

Val was discharged home with short term support to promote her independence. A plan was put in place to improve mobility by walking with a frame and being to 'transfer' safely for example getting out of bed. It was assessed that Val needed help from 1 person, Mike or a carer, to help her manage her transfers and walk short distances with a walking frame. Mike or a carer would walk behind Val with a mobility aid, so that if she tired she could sit and rest. A hospital bed was provided which was adjustable and this went downstairs to make life easier. Val was referred for community physiotherapy to strengthen her leg muscles and improve her confidence when she walks. The support was gradually reduced over a period of weeks following conversations with Val and Mike, as Val wanted to be as independent as possible.



Council's role as a partner, enabler and leader

Chloe, occupational therapy assistant who provided support, said

'Working with Val embodies the whole reason as to why we do what we do. Seeing her smile when she was able to take her first couple of steps showed that the reablement process works'

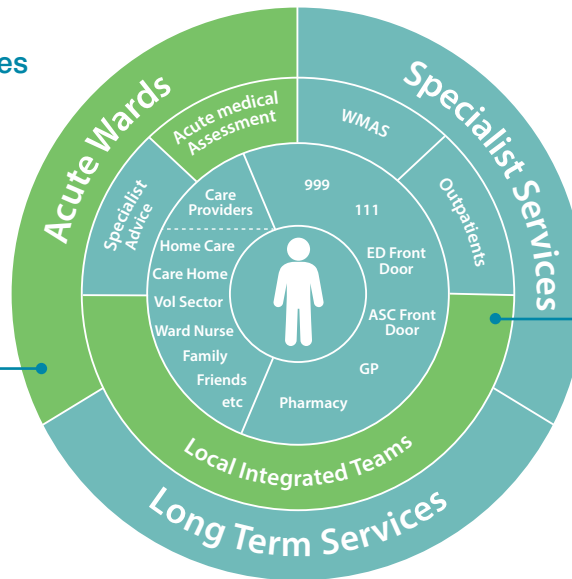
This support was provided by a new integrated team, this was a pilot as part of a programme of work called 'Improving Lives'.

The 'Improving Lives' Programme is about fundamentally changing the way we support people in Coventry with urgent need. People's experience of health & social care won't be dictated by the services we have, but rather by what they need. Improving Lives is a Coventry Care Collaborative programme delivered in partnership between Coventry City Council, University Hospital Coventry and Warwickshire, Coventry and Warwickshire Partnership Trust and other health and social care partners in Coventry.

How do we want our services to be arranged?

We will start to break down the barriers between services by initially focussing on the highlighted areas:

We will improve flow, simplify discharges and ED outcomes by working on processes in the hospital which don't rely on the wider system



We will be building local integrated teams with single operational management across Coventry. These teams will handle all urgent health and social care needs for residents, either directly providing the support or coordinating specialist teams. The resident will be on one caseload

These teams will be connected through human and digital interfaces to a wide range of people from care providers to WMAS, to those working in discharge & the front door.



Sally Caren Head of Adult Social Care and Support said

'The Improving Lives programme of work has been very exciting and we have moved all relevant services into 3 geographically based teams that were established following on from the successful pilot. This means that more residents across

Coventry will be able to receive the seamless service Val did with a multidisciplinary team wrapped round them supporting their recovery and independence'

How are things now?

Val needed some ongoing care and support and a care package consisting of 3 calls a day was arranged. This provides support for Val but also helps Mike in his caring role. Mike supports Val with all her other needs, he buys their grocery shopping, and he prepares their

meals, and they always eat together. Val and Mike have had a really happy married life, they just want life to be as normal as possible, being at home where they have lived and raised their children and being close to local facilities such as the library and easy access into town. Val has access to assistive technology including a 'lifeline', which she can use if needs to call for support.

Val and Mike's daughter and two grandchildren, continue to provide substantial support acting as carers in their own rights.

Mike said,

'Everyone we encountered face to face from the hospital up until those involved today has been supportive, pleasant, helpful and put Val at ease'.

Jo, community case worker, said

'It was good to see Val getting involved in the support and staff building a relationship and getting to know her, respecting their privacy, autonomy and listening to what mattered to her and her husband'.

Val is self-funding her care. You will be considered a self-funder if you are eligible to pay or are already paying the full cost of your care and support. Anyone who appears to have care and support needs is entitled to an assessment of their needs under the Care Act 2014 regardless of their financial circumstances. If your request is to meet needs by care and support other than a request of a care home. Then the local authority has a duty to meet your needs even if your resources are above the upper capital limit (£23,250) and you are not entitled to financial support. You will though need to pay an arrangement fee and an annual charge.

For more information on self-funding and support available please see our webpages

coventry.gov.uk/selffundersupport

Carers Action Plan

We recognise the important role carers play in supporting people and have developed a 2-year action plan for 2024-26 launched in December 2023. The plan was developed after extensive engagement with carers. We heard from 166 people with caring responsibilities, completing surveys, attending groups, forums and engaging with our own caring workforce, which

involved establishing a Carer staff network which is going strong. Carers told us about their experiences of having a carers' assessments, their access to breaks, where they would find information if they needed to. We also heard about people's experiences of caring through the pandemic. Carers also told us about how they wanted systems to work together, to reduce repetition and telling their story multiple times.



Adult Social Care Coventry Carers Action Plan 2024 - 2026

Who are carers?

Carers can be of anyone of any age, ethnicity, or background, with most of us likely to be affected by or have caring responsibilities at some stage in our lives. While this role can be immensely rewarding, it can also significantly impact the carer's life, affecting their own health, wellbeing, and opportunities.

Identify carers

The role of a carer might not be immediately apparent, often perceived simply as assisting a loved one. This support can take various forms, such as practical tasks, personal care, emotional support, advocacy, or financial management. Though each carer's experience is unique, their contribution is invaluable, and the person they care for would struggle without their support.

Support for carers

If you are a carer, you may be entitled to a range of support and benefits to assist both you and the person you care for. This includes:

- **Carers Assessment:** This is a way to discuss your needs as a carer, and the impact this may have on you, with a professional. This can be as a combined assessment with the person you look after, or a separate carers assessment.
- **Carers Allowance:** You could be entitled to a weekly Carers Allowance benefit if you care for someone at least 35 hours a week and they receive certain benefits.
- **Access to support specifically for carers,** including respite or replacement care (allowing carers to take a break from the caring role or ensuring the individual receives care in event of an emergency), support groups, information and advice, training and other health and wellbeing support (for example, counselling or group support sessions).



ONE
COVENTRY

As a result of the engagement we developed three key priorities within



1

Empower carers with flexible respite options ensuring they can take breaks

2

Deliver the right support at the right time and in the right place

3

Maximise the reach of carers assessments to benefit more carers

We continue to work towards the outlined actions in the plan, have established several working groups and an overall steering group to oversee the plan. As the plan progresses we will continue to engage with people with caring responsibilities to make sure we are on track. You can read the plan

coventry.gov.uk/carersactionplan

EQUITY IN EXPERIENCES AND OUTCOMES

Phil's Story – expanding his horizons



Improving outcomes
and tackling
inequalities within
our communities



What was the situation?

Phil is a 48-year-old man who was born blind and with good hearing, he attended a specialist school for children who are blind. Phil also has a history of low mood and self-harm which included him hitting his ears which he has done since being a child which is a coping mechanism, but which unfortunately caused permanent hearing loss and he now wears bilateral hearing aids. Phil is therefore deafblind. Deafblindness is a combination of sight and hearing loss that affects a person's ability to communicate, access information and get around.

What did we do?

Phil was subject to a safeguarding enquiry as he was being emotionally and financially abused by someone who had befriended him this led to great anxiety for Phil and him having arrears for his rent.

Ceri a social worker supported Phil to identify what he wanted to happen. Phil said he wanted the abuse to stop and would like to be more independent and access the community as easily as sighted people do. Phil feels that being blind holds him back from being able to live life how he would like to.

Phil's social worker was a qualified deafblind assessor having received specialist training to assess the needs of deafblind people.

So, a safeguarding plan was put in place, which included the support of the police and we agreed to gradually transfer his package of care to a specialist support agency, Deafblind Enablement, where all support workers are qualified deafblind Communicator-Guides. These are highly trained staff to be the eyes and ears of people living with dual sensory issues.

What difference did it make and how are things now?

Phil's Communicator-Guide, Laura told us how things are now.

'Since Phil has had his Communicator-Guides his world and confidence is expanding. Phil was in a strict routine of going places only he knew about, eating the same foods and visiting the same places. He didn't have the confidence to integrate new ideas or places. After having

conversations with Phil, we discovered lots of things we could give him access to information on. He is a lover of cats, so we went to the cat cafe in the city, he didn't know places like that existed. We explained the many restaurants in the city and now Turtle Bay and the Rosebud Cafe are a favourite of his. We arranged meetings at the job shop, as Phil was discussing he wants to find purpose

Coventry Adult Social Care for a number of years have been developing our practice and support for people who are deafblind being committed to ensuring we meet requirement of Care Act 2014 and separate policy guidance for Deafblind Children and Adults.

in his life, he is enjoying the confidence course that was offered and potential volunteer opportunities. Phil is a fantastic musician and we have been supporting getting him voluntary 'gigs' at care homes in Rugby and Coventry. We found standalone pianos in Leamington at the train station where he now likes to play, and he's enjoyed members of the public coming across to sing whilst he plays. The Lief cafe is a new discovery for him, and the managers asked him to play on a Saturday. The team work together to make sure that he is well supported in his endeavours, He loves to spread joy through music, and it is in his words "his therapy".

The best thing I have witnessed with Phil is when we were able to support him to go to Theatre as he hadn't been, there was an audio described performance and he was very excited and dressed in his suit. As we were waiting there, was another blind man from Nuneaton sitting next to him and I was able to introduce

them. They arranged drinks after the show and the audio describer of the performance joined us for a drink in the bar after. Phil was so happy. Phil's new friend called to arrange Christmas drinks. Phil's world has expanded so much that interaction with others and feeling part of the community enables him to have wonderful memories.

It was a pleasure to have worked with Phil and seeing how much his situation has transformed with the appropriate support, is the cherry on the cake! If you know of any places Phil could play his music to entertain people, please get in touch!

Phil's social worker Ceri said:

'Working with Phil initially was daunting as he had been living for many years without the appropriate level of support and this directly led him to make many unsafe/risky decisions. Working together with Phil we were then able to create a package of care that worked with him'.

Phil said,
'It's great to know that I am stable and doing the best I can, being independent as possible. Although there are still challenges, I can face them better. I am more in control and in charge of my emotions, so I can tackle issues sensibly rather than in a dangerous way. I enjoy working with Deafblind Enablement (DBE), there is more time, I really enjoyed going on DBE's holiday and going on the fairground rides. The boat trip was especially good, and I also had the opportunity to go and audition on the piano. I feel more normal, not different to society and feel like a human being'.



Increasing the economic prosperity of the city and region

Providing support

This theme focuses on how we provide support ensuring its flexible and supports choice and continuity and how we work in partnership with others to achieve this.

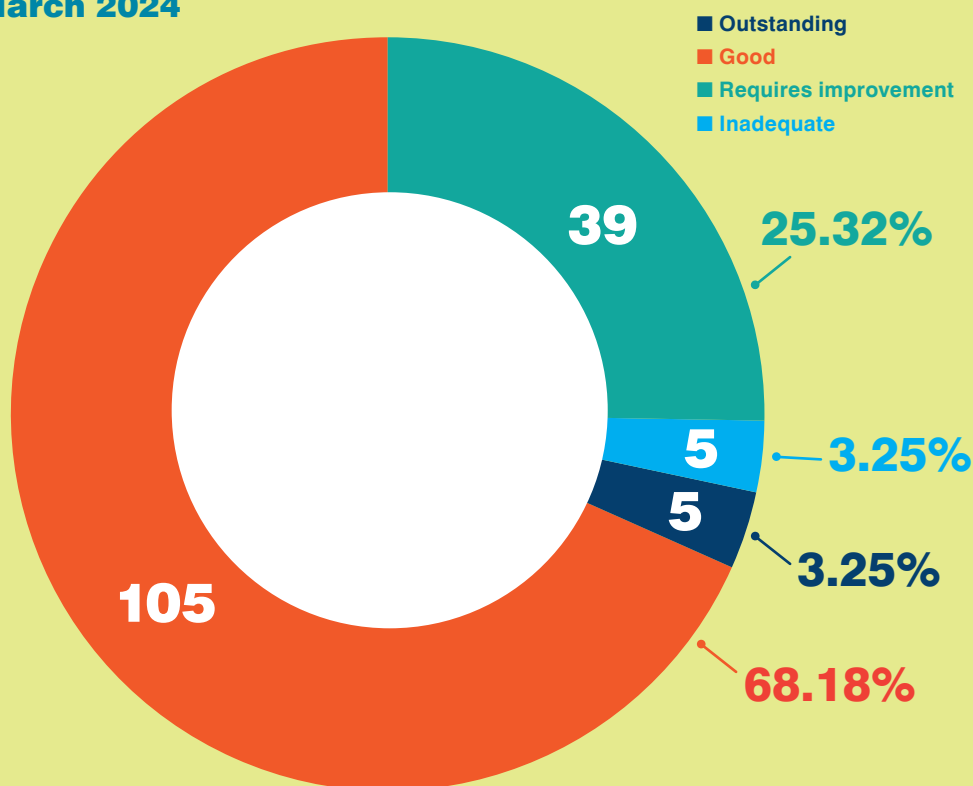
CARE PROVISION, INTEGRATION AND CONTINUITY

Meaningful care and support

Supporting providers

During the last 12 months Coventry's (Care Home and Community based Adult Social Care services) Care Quality Commissioning (CQC) ratings, have not changed too significantly. Although proportionally there has been a reduction in providers rated "good" this is because there has been an increase in providers within the market. The number of new providers registered in Coventry continues to grow, evidence of the growing appetite to develop the care market in the city.

Coventry CQC ratings March 2024



The Joint Health and Social Care Quality Assurance Team work with operational colleagues to ensure the safety of individuals in receipt of support, including where provision was rated as 'Inadequate' or 'Requires Improvement'.

Recruitment & retention

Recruitment and retention within the care sector has its challenges. Over the course of the year the Commissioning Team have been taking a proactive approach to supporting recruitment within the care sector. A number of events have taken place, with the Job Centre+, the Job Shop, the Library, Care Leavers and Migration Team. The events have received positive feedback from providers with some being able to recruit then and there. It has also opened up conversations about working in the care sector.

In July 2023 we worked in partnership with the Adult Education Team to promote the use of supported internships within Adult Social Care, supporting people who have had an Education, Health and Care Plan to undertake internships.

International recruitment

Recruitment from overseas of skilled workers forms an important part of the care market sector across the UK. In a sector that does struggle with recruitment, recruiting internationally can be beneficial, bringing in diversity, a range of skills and improved retention rates. However, the challenges of recruiting internationally are becoming more widely recognised, can be subject to exploitation and when things go wrong can create instability not only with the provision of good quality care but for those working within the profession (who have often had to make enormous sacrifices to take a job).

In Coventry we wanted to find out more about the composition of our workforce and how many providers employ international recruits. The work involved adopting a “ONE Coventry” approach, working with partners, the Migration Team and Modern Day Slavery Team to understand the city’s position and how we can develop support for those recruited internationally.

We were successful in a bid with Warwickshire County Council to receive some funding to develop our approach in partnership with West Midlands ADASS. With the funding we did the following;

- **Funded a weekly drop in for international recruits**
- **Hosting webinars to inform providers of their legal obligations in recruiting overseas**
- **Supporting businesses to take on sponsorship of displaced employees (where the original sponsor has had their license revoked)**
- **Developed information available to help people understand exploitation and their rights working internationally.**

The project has given a renewed focus on the positives but also challenges of recruiting internationally and understanding the complexities of sponsorship. After the funding has ended the intention is to make a focus on international recruitment part of our normal business.

Market Place Events

Coventry is an ever-changing city with a range of different organisations improving the lives of its residents. Last year we held our first voluntary sector market stall event, geared towards practitioners, providers and professionals, aiming to support networking and awareness of support in the community. The event was well attended with good feedback.



International Recruitment and Modern Slavery

Under UK law, if a care worker, you have the following entitlements:

- You must be given an employment contract.
- You must be given regular pay slips including tax/NI deductions
- Minimum pay of £10.75 per hour, or £20,960 - whichever is higher.
- An uninterrupted 20-minute rest break if you work more than 6 hours in a day.
- You must have at least one full day off each week, or two full days every two weeks.
- You must have at least 5.6 weeks' paid holiday per year (pro-rata as appropriate). There must be at least 11 hours of rest between working days.
- The only deductions that your employer may make from your salary are Tax, National Insurance, Pension, and accommodation costs where your employer provides this to you.

An employer cannot be asked to repay any of the costs listed that the employer must pay.

If your employer has their sponsorship licence suspended, you can keep working and your rights are unaffected until the suspension is removed.

If your employer has their sponsorship licence revoked your Certificate of Sponsorship is cancelled, and you have 60 days new sponsor and make a new visa application to stay in the UK.

Additional Working
You are permitted to take an additional work (including voluntary work) for up to 20 hours per week

Indicators of Modern Slavery:

- Been deceived about the nature of the job role, hours and pay
- Had to pay fees during recruitment process
- Worked excessively long hours
- Received little or no pay / paid less than hours worked
- Had to work without the correct equipment or training, repercussions, (for example, loss of work, loss of job, from employer)
- Been forced to work through fear, control, threats of, or reported to authorities
- Been subjected to physical/verbal/psychological abuse
- Been asked to hand over, or not been in possession of own identity documents, including passport, visas, biometric residence permits (BRPs).
- Cannot choose where to live / lived in overcrowded accommodation.

Speak to someone. You are not alone. We will help and support you.

Contact can be made in confidence to:

Coventry
Coventry City Council Modern Slavery Team
Contact: modernslavery@coventry.gov.uk
Email: modernslavery@coventry.gov.uk

Coventry City Council ASC Commissioning Team
Contact: Adult Social Care Commissioning Team
Email: asc.commissioning@coventry.gov.uk

Coventry City Council Migration Team
Contact: Coventry Migration Team
Email: MigrationTeam@coventry.gov.uk

Warwickshire
Warwickshire Learning and Development Partnership
Contact: WarwickshireLearning@warwickshire.gov.uk
Email: WarwickshireLearning@warwickshire.gov.uk
Phone: 01927 42838

National Modern Slavery Helpline
The Modern Slavery Helpline provides 24/7 free confidential advice in over 250 languages to victims, professionals, and the public.
Phone: 0800 121 700

Top 25 - It's not all bingo and karaoke in Coventry care homes



The adult commissioning team asked residential and housing with care providers to talk to their residents around identifying the “Top 25” things that would improve their quality of life. We know the care people receive is good, but we also wanted to understand what people felt would improve their quality of life, open up opportunities and understand some of the barriers faced by older people who wanted to remain active and engaged in their communities.

Seventeen services responded and over 200 residents identified over 500 activities they would like to do but felt unable to, used to do and no longer did, or activities they would like to do more of if barriers were removed. We asked staff to encourage residents to be “creative” and “think the impossible”, the results were interesting ...

Top of the list was all about getting out for the day, day trips to the beach, to markets, museums closely followed by more time enjoying the arts, going to the theatre, galleries and music. Residents wanted access to fitness equipment and

to learn how to play a musical instrument. It wasn't surprising that gardening was popular, but people felt they had little opportunity to do it now and with Coventry being a motor town the message that participants missed driving was clear, one lady in her '80's desperately wanted to drive an HGV! The big message from this engagement was that residential care home and housing with care residents had a real desire to exercise both their minds and their bodies and wanted to do activities that pushed them out of their comfort zone.

>>> We now need to work with our partners and providers to resource some of these opportunities and break down the barriers that are stopping people from getting out, about and doing something exciting!

Aleem, Nathan and Rachel A sweet future!



Hello my name is Aleem

I was born in Coventry and lived there until I was 12 years old. I used to spend time with my family and then with foster carers, before moving to a Children's home in Derbyshire in July 2018. This was my first time in a children's home, I really liked it there, especially going to all different activities and living with friends some were also from Coventry. The adults at the Children's home are now my lifelong links and I text them all and sometimes go out with them. I learnt a lot and went to various different clubs including; football, cadets and youth club. I also went on work experience whilst at school and got a part time job from it. I had lots of fun there and felt sad when I knew I had to leave. When leaving I wanted to continue all my clubs, college and work, which moving to Nathan and Rachel's house allowed me to do this.

When I turned 18 years old I did not want to leave my home. There was a possibility that I would need to return to Coventry when I was an adult, I wanted to stay where I knew, I had been there for over 5 years, and I would miss everybody a lot. Having different adults around me gave me the chance to do things with other people. When my social worker told me that Nathan would like to offer me a place to live with him and his family, I was very happy to be living with somebody I knew as I was not ready to live alone.



If it wasn't for Nathan offering me a home, things could have been different for me. I do not think living in Coventry was a good idea, I would have had to leave college, moved away from my clubs including football team and been away from adults I know who care about me and can help me when I need it.

When I was offered a 'Shared Lives' placement with Nathan and Rachel I was excited and when I started visiting their home and seeing their son and Ruby the dog it started to feel very good. I am the sugar to their sweet, this makes them smile when I say that as their surname is Sweet.

I like living with Nathan and Rachel, I go to family events such as birthday parties, I go for meals with everybody, and we have been to Centre Parcs with their friends and we're going on a family holiday to Bulgaria which I have never been to. I continue doing my regular activities and I have been to watch lots of football matches with Nathan including a

European Semi Final. I have continued with my job, and we've had lots of fun.

I have not thought about the future and where I will be going because I like living with them, I hope they'll be involved in my life if I want to move on and become more independent.

Nathan and Rachel share their family life

When it came to Aleem turning 18, Nathan and Rachel were keen to see if they could provide support for his future. They found out about the Shared Lives Scheme, a service that helps people to be supported within family homes.

'We supported Aleem during Ramadan and Nathan also completed period of Ramadan with Aleem before celebrating Eid, Aleem has a lot in the local community such as; college, work, football and friendship and we thought it was vital for these to continue

allowing Aleem to receive education and earn money as well as being around people he knows well'.

'The future is something which is scary for everybody, our hope is that Aleem lives within our home for as long as he needs and then when he wants to move on he can move to somewhere

that we can continue to support and he comes for dinner, holidays and spend time with us, like lots of people leaving their home it is still their home and celebrations and trips away they come back for and we would love Aleem to be able to pop in and it still be his home even when he moves on'.



A room to spare
and a life to share

The Shared Lives Scheme would like to thank Aleem, Nathan and Rachel for sharing their story and for being open and honest about their journey. Life can take many turns and can sometimes make us anxious and unsure of the future. The Scheme is proud to share such a warm and inspiring story, one that we are sure will continue to be "Sweet" for Aleem.

Shared Lives offers adults the opportunity to live with approved Carers in ordinary family homes, experiencing all the advantages, joys and sometimes difficulties of family life. If you feel you could change someone's life whilst enhancing your own, and are interested in becoming a Shared Lives Carer, or wish to know more about the Scheme please visit our website www.coventry.gov.uk/sharedlives

Developing new services

Love4Life Coventry

helps people learn new skills, form friendships, and find love

Love4Life is a member-led network for people with learning disabilities and autism, which launched in Coventry in May 2023. Love4Life events help members to learn new skills and make new friends, with some friendships developing into romantic relationships.

One Coventry member, James, confided in staff after a workshop about scams that he'd been scammed through online dating. The team supported him to access free "Cyber Bobby" training, which has increased his knowledge of online crime and reduced his vulnerability. James has taken the advice on board and now knows how to watch out for signs of potential scams.



Two members, Callum and Rebecca, met at a Love4Life event in September last year and became friends instantly. Whilst getting to know each other they decided that they would like to start dating. The pair are delighted with their new-found relationship – Callum said:

"If we didn't go to Love4Life, we wouldn't have met. Rebecca is a kind, honest, beautiful lady."

Rebecca added:

"I'm glad I met Callum at an event because I am happy now."

Callum and Rebecca were both very shy when they started coming along to Love4Life, but their confidence has grown hugely since then. Callum



has really come out of his shell and is now regularly found laughing at joking with his friends at Love4Life. Rebecca was initially accompanied by her mum but is now confident enough to come along to events independently.

Many of the members now catch up regularly outside of Love4Life, having met at one of the events. Four of the members have formed such a firm friendship group that they now frequently go to Coventry City football matches together.



Jon Reading,
Head of Commissioning and Quality said

'Maintaining and improving the quality of Adult Social Care provision in the City is a major undertaking but we are lucky to have a joint quality function with clinical input from quality nurses adding strength to our Council team. We are privileged in having a great set of providers who share our passion for delivery of compassionate care and promoting independence of service users and it is we have continued to support them through recruitment initiatives. It is also heartening to see initiatives that really improve the quality of life of people that we support through provision of meaningful activities'

PARTNERSHIPS AND COMMUNITIES

Coventry Partnership Dementia Hub

Celebrating the first year!

Coventry Dementia Partnership Hub

In last year's Annual Report, we introduced our newly created Coventry Partnership Dementia Hub, a place where people with Dementia and their families can come for information, support and engagement from pre-diagnosis onwards, with an emphasis on partnerships and promoting independence and peer support. At the heart of the Hub is a social café, offering a space for people to meet and share experiences in a welcoming and comfortable environment.

It's a year on since we opened the Hub and what a year it has been! We are excited and delighted to share the following pictures and snippets of the types of activities and services the Hub is providing to the community living with Dementia in Coventry.

The Hub was created following a series of engagement and co-production events and this continues through the Hub's Steering Group, supporting the development of the service with contributions from those with lived experience.

One of the Hub's Steering Group members Ruth Chauhan, Director/ Dementia, Health & Well-being Specialist: AmbaCare Solutions Community Interest Company said:

"It has been a privilege to be a member of the Steering Group at the Coventry Dementia Partnership Hub since before it opened last year and ongoing. It gives me the opportunity, as someone living with dementia, to show that it is possible to make a positive contribution to service delivery. I have always felt that there is no distinction made on the

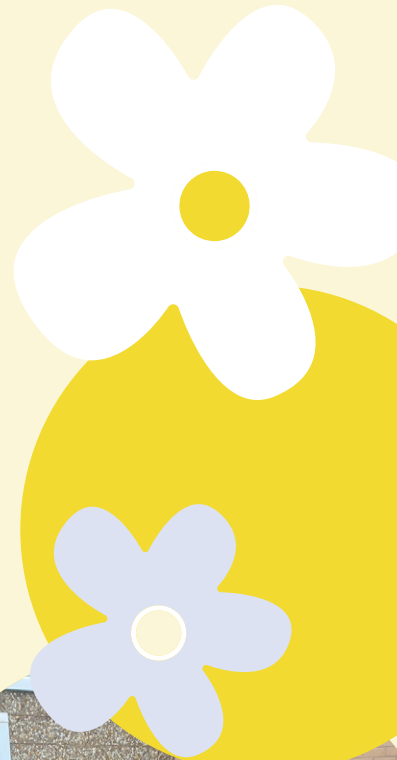
Steering Group between those of us living with dementia and bringing our lived experience and the 'professionals' and that we all have an equal voice. I always feel that my input is respected and valued. Being on the Steering Group opened the doors for me to set up and run a very well attended dementia inclusive Meaningful Moments Social Group every week with a carers' support group running alongside.'

Dave, a member of the Steering Group and a person who has been involved from the very beginning and instrumental in the creation of the Hub said:

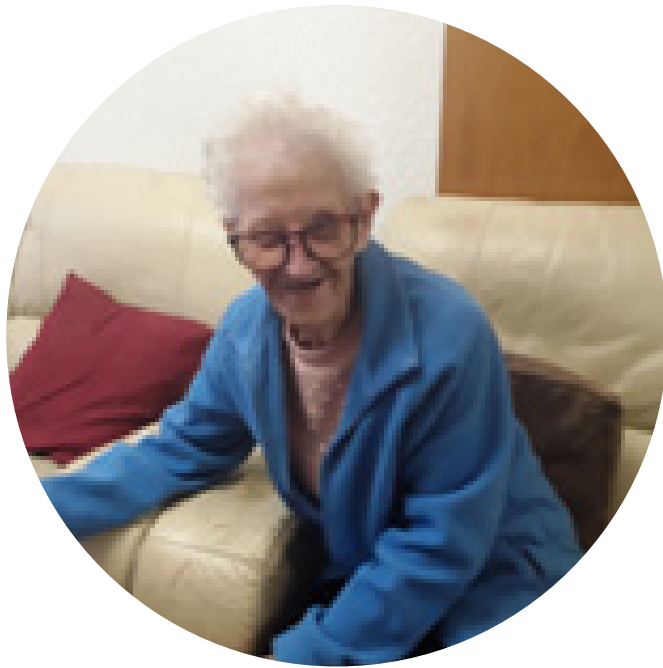
"The Hub is a place where like-minded people can fellowship together and look no different. I am still me."



Council's role as a partner, enabler and leader



Hilda's story



Hilda and her niece Pauline tell us in their own words about the impact the service is making

"I enjoy the company of others, chatting and reminiscing about the past, sharing tea and snacks (I have a sweet tooth). I am independent with personal care, but at times need the reassurance of someone watching me go up and down stairs.

I was born in Coventry and lived on Lentons Lane until I married John and moved to where I currently live. I am a widow, and despite having no children have an incredibly supportive and caring family. My niece Pauline, along with her husband Paul and family help with domestic issues e.g. shopping, laundry etc.

I had a busy working life, I was employed at Lucy's Aerospace as a Wirer and Chargehand and was also a Union Rep until retirement. I come from a large family of 10 and have fond memories of childhood and into adulthood, remembering the enjoyable parties and social gatherings. I still enjoy music and can recall the happy times dancing with my husband John. I had many hobbies and

interests during married life; fishing, going to support Coventry City Football Club with family, going to watch Brandon Bees at the Speedway. I love to reminisce about past family holidays and holidayed abroad every year with my husband and sister. As recently as 2000 I went to Florida with Pauline and her family."

Hilda's outreach sessions started in June 2023 and have proved to be of benefit to Hilda and her family. The feedback from Pauline, Hilda's niece is testament to this as they messaged the team to say:

"On behalf of Paul and myself we would like to thank you so much for your kindness to Hilda and you made her feel so happy. All the family would like to say thank you".

Find out more about the Hub's activities

SOCIAL PRESCRIBERS

- Information on healthy lifestyles and active living.
- Arts, music, outdoor and creative activities.
- Befriending, counselling, and other support groups.
- Meet like minded people and get involved in local groups and activities around what you find interesting.
- Housing issues.
- Welfare, benefits, financial support and advice.
- Access to employment, training and volunteering.
- Educational mentoring.
- Support for carers in their role identifying care needs.

COVENTRY TELECARE SERVICES
- are here to discuss equipment that can be provided in the home. Please check the dementia hub website for dates and times.

CARERS TRUST DAY CARE SERVICES TUESDAYS 10:00am - 3:30pm
Day break provides peace of mind to relax and unwind. Activities include singing, quizzes, gentle exercises and games. please contact daybreak@carerstrust.org.uk 02476 101040

ROOM HIRES

DAVE WILLETS
multi purpose room
BETTY HUNTER
meeting room
CAROL JENNINGS
consultation room
BILL WILSON
comfort room
THE PARTNERSHIP ROOM
&
DAYCARE ROOMS

FOR ALL INFORMATION PLEASE CONTACT US ON
02476 429324
www.coventry.gov.uk
CPDH@coventry.gov.uk

DEMENTIA ACTIVE!!
LOVE TO MOVE
BRITISH GYMNASTIC FOUNDATION
1ST FRIDAY OF THE MONTH WITH FIONA
09:30AM - 12PM
USE QR CODE TO REGISTER

Coventry Dementia Partnership Hub

EVERYONE IS WELCOME AT THE COVENTRY DEMENTIA PARTNERSHIP HUB

WE OFFER THE FOLLOWING SERVICES.....

YOUNG ONSET DEMENTIA
Do you or someone you know have young onset dementia?
Would you be interested in accessing our new bespoke YOUNG ONSET DEMENTIA SERVICE?
We also offer an OUTREACH SERVICE to support our community. For more information please contact CPDH@coventry.gov.uk

COME ALONG TO OUR COFFEE MORNING EVERY WEDNESDAY AT THE HUB HELD IN THE CAFE. MEET THE STAFF AND OTHER PEOPLE LIVING WITH DEMENTIA 10:30am - 12:30pm

Forget-me-not-caffé
Monday - Friday
08:30 - 14:30
A social space where EVERYONE IS WELCOME!!!
FULL BREAKFAST AND LUNCHEONE MENU AVAILABLE

THE DEMENTIA CARE AWARDS WINNER!! - INSPIRATIONAL PERSON LIVING WITH DEMENTIA - DAVE ATKINS - Here at the hub every Wednesday & Thursday 10:30am - 1:00pm. Dave is living with YOUNG ONSET DEMENTIA. He is here to have a friendly chat, help with any information you may need and a little peace of mind.

RUTH CHALMAN MSc (Healthcare ethics and law) FRSPH Dementia health and well being specialist: AMBA CARE SOLUTIONS
Ruth offers advice and support, any help, phone calls, writing advance allowance and power of attorney. ALSO car names, bank cards and most importantly a listening ear.

ANGELA THORNTON - Qualified NLP Practitioner & Diploma in counselling available to talk to about any concerns you may have an appointment can be made and she will arrange to hire a room at the hub (07752437643)

ADMIRAL NURSES
Sessions every 4 weeks on a Friday 10:00am - 12:00pm All are invited to drop in and discuss Dementia & specific queries that require nurse advice.

DAVID SMITH PENIFITS WELFARE OFFICER
ANY QUESTIONS REGARDING BENEFITS OR SPT SCHEME GENERAL ADVICE FIRST WEDNESDAY OF EVERY MONTH 10:00am - 12:00pm

FORESHILL FIRE STATION GREEN WATCH!!
The fire crew will be at the hub to answer any questions about fire safety, home checks and peace of mind. check website for upcoming dates.

WEST MIDLANDS POLICE
Ellie Parry holds a session every month 11:30am - 1:30pm. Please see website for dates.
Bus route from the city centre (outside Sainburys) Route 3/56 to Everdon road.

COUNCILLOR STEPHAN GRAY AND ESTER REEVES
Drop in sessions on the second Wednesday of each month 11am - 1pm OR if you wish to speak to them privately please get in contact on 079735 12321 or Email: cstephan@coventry.gov.uk
Ereeves@coventry.gov.uk

For any enquiries regarding the services provided by the Coventry Partnership Dementia Hub please contact **CPDH@coventry.gov.uk** or call **024 7697 8080**.

Striving for Cultural Inclusion



My name is Shashi. I am the chair of the Coventry Dementia Partnership Hub (CDPH)- Culturally Inclusive Subgroup. The Culturally Inclusive subgroup work is primarily focused on addressing the barriers preventing people from diverse communities accessing support and services at the Dementia Hub.

It is widely recognised that there are obstacles to seeking support for dementia from diverse communities including stigma, culturally sensitive care and unmet needs. This can result in significantly less effective dementia care from statutory services compared to their counterparts from White British communities despite these communities being at much greater risk of developing dementia, and therefore are more likely to present in crisis and/or at a later stage.

People are more likely to face barriers including;

- **late or missed diagnosis**
- **reduced access to treatments**
- **inappropriate or inadequate support**
- **problems caused by language barriers**
- **relying on non-specialist local, community-led organisations for support**

The subgroup aims to raise the awareness and understanding of dementia among ethnic minority groups and to promote equality/equity, diversity, and inclusion to enable fair opportunity to be involved, have access to resources and treatment and work collaboratively with the Steering group of the Dementia Hub.

If you are interested in supporting/getting involved in our work, please contact **Lena Tovey** on Valena.Tovey@coventry.gov.uk.

We are particularly keen to hear from people who can speak a second language like Punjabi, Hindi, Gujarati, Urdu, Bengali or Swahili, and/or from a diverse background such as the South Asian, Somalian, Kenyan, Tanzanian or Zanzibar communities.



Punjabi themed day at the Hub

The Hub hosted a Punjabi themed day as an opportunity for people to get together and share experiences and information in an informal setting at the hubs Social Café space. The day hosted by Coventry Lions coincided with the Fire Service and Home Instead drop-in so they were able to offer advice to visitors and the Young Onset Dementia Group coffee morning attendees also popped in!





Celebrating our success - Awards for the Dementia Hub

The Dementia Care Awards recognise and celebrate excellence in dementia services, honouring the hard work and dedication of those in the field but also serve as a platform for sharing best practices and innovative approaches.

April Ross, a manager in Adult Services who helped to set up the Dementia Hub, has picked up a national Dementia Co-Production and Partnership Award on behalf of the team, partners and individuals who are all part of the Holbrooks-based Hub.

Dave Atkins who is on the Steering Group at Dementia Hub, won the Inspirational Person Living with Dementia Award. Two of the partners of the Hub, Sky Blues in the Community and Coventry and Warwickshire Partnership Trust, were 'highly commended', for the same category for their Dementia Active work across the city including the Hub.

April Ross, Service Manager and one of the key leaders in the creation on the Hub, reflecting back on the first year said:

"It is incredible to see how the Hub has gone from strength to strength, our partners have been integral to its success by creating new service offers either on their own at the hub or jointly with others. Our dementia champions have taken the lead on various projects including the peer support sessions that have grown with of mix of people with dementia, carers and professionals all choosing to join in with no distinction made as to who is the person with dementia and who isn't, a truly inclusive support group. The staff team have been amazing in embracing the changes and championing the Hub's ethos that you can live well with Dementia. I am looking forward to what the next 12 months bring"

What's next for the Dementia Hub?

Our plans continue to build on the good work so far undertaken at the Hub to ensure we reach more people needing support and guidance and the following are in development:

- **Expanding support for those with Young Onset Dementia and people with Learning Disabilities who receive a diagnosis of Dementia**
- **Further development of cultural inclusivity to increase faiths, cultures and languages represented and supported**
- **Work with Public Health and University Hospital Coventry and Warwickshire to improve accessibility to the service**
- **Increasing activities available at the Hub e.g. singing and physical activities**
- **The creation of a Carers Peer Support Group, utilising those with lived experience**

The Hub will also be making a bid for Lottery Funding to ensure the ongoing financial sustainability of the service. Finally, later in 2024 the Hub is very proud to be featuring in a Commonwealth report on Multi-Sector Collaboration along with Essex and Birmingham Local Authorities highlighting the good work being undertaken in community partnerships to support the older population.

For any enquiries regarding the services provided by the Coventry Partnership Dementia Hub please contact CDPH@coventry.gov.uk or call **024 7697 8080**.



Lisa Lawson, Programme Manager, Adult Services says of the success of the Hub's first year;

"The Dementia Hub team deserve the recognition and praise received for this first year of delivering such a positive impact to the community. This is a real example of co-production and one which I'm sure will continue to grow and develop"

Ensuring safety

This theme focuses on how we work with people and our partners to ensure care is safe and how we support people to live in safety free from abuse and harm.



Improving outcomes and tackling inequalities within our communities

SAFE SYSTEMS, PATHWAYS AND TRANSITIONS

Thomas – living his best life!



What was the situation?

Thomas is an 18-year-old young man who was living in a Children's residential placement in Telford. He moved there as an emergency when his last residential placement in Coventry had to close suddenly. He settled well and had a good relationship with staff there. He also attended a local specialist college.

Thomas has a diagnosis of a Severe Learning Disability, Autism and Epilepsy.

Thomas's family were unable to care for him at home and he needed support from Children's Services, but they maintained regular contact with him and attended all meetings in relation to Thomas' care and support. He is a much-loved member of the family having close links to both of his parents and his sister who live in Coventry.

Thomas has a very limited understanding of risk and danger and needs supervision at all times, which includes the need for 2 to 1 staff support.

He communicates through his behaviour and actions. Thomas enjoys the freedom to walk around and to be outside, and he likes to have structure and routine to his day. He likes to be on the go and enjoys activities that allow him to be. Thomas is

Catholic and this religion has been an important aspect of his upbringing.

Thomas needed to move from his children's residential placement when he turned 18.

This is a process called Transition or Preparing for Adulthood. This means the time when a young person moves from using children's social care services to having an assessment for services and potential support from Adult Social Care.

coventry.gov.uk/downloads/file/34823/preparing_for_adulthood_printable_leaflet

What did we do?

Thomas initially moved to a supported living placement which wasn't successful, this then required the extra support of a multi-disciplinary team including learning disability health colleagues to ensure the success of any next move. Thomas' advocate is his uncle, Karl. He was involved in decisions regarding Thomas's next potential placement to ensure this was the right move for him taking into account his wishes.

Thomas has a Deprivation of Liberty Safeguards (DoLS) in place as he needs continuous

supervision and support but in a least restrictive way.

The ultimate aim was to try and ensure Thomas' next move was as close as home to possible and to provide intensive support to understand his communication and sensory needs better (from the learning disability team). This was to ensure that Thomas was supported in a way that suited him. His accommodation needs were also very specific needing lots of outside secure space and access, alongside his own apartment and living space.

What difference did it make and how are things now?

A suitable supported living placement funded jointly by health and social care, with the involvement and coordination of a full multi-disciplinary team, his family and of course Thomas was identified.

Naomi his social worker said,

'this all sounds really simple but it required lots of working together towards the same goal and what was best for Thomas and setting him on the right path for life'.



It was initially thought this was a temporary placement being outside of Coventry, but the staff have worked closely with Thomas and his family, and this has worked really well for Thomas, and he now attends a local day centre that is able to meet his specific needs. Thomas now lives in his own apartment, with

an open door so he can access the secure garden whenever he likes. He has constant access to the foods he likes to eat, with his own fridge and snacks available at all times, to minimise any potential distress as Thomas cannot tell people when he is hungry. Thomas is living his best life due to very individualised care planning, routines to reduce stress and anxiety and regular contact with his family.

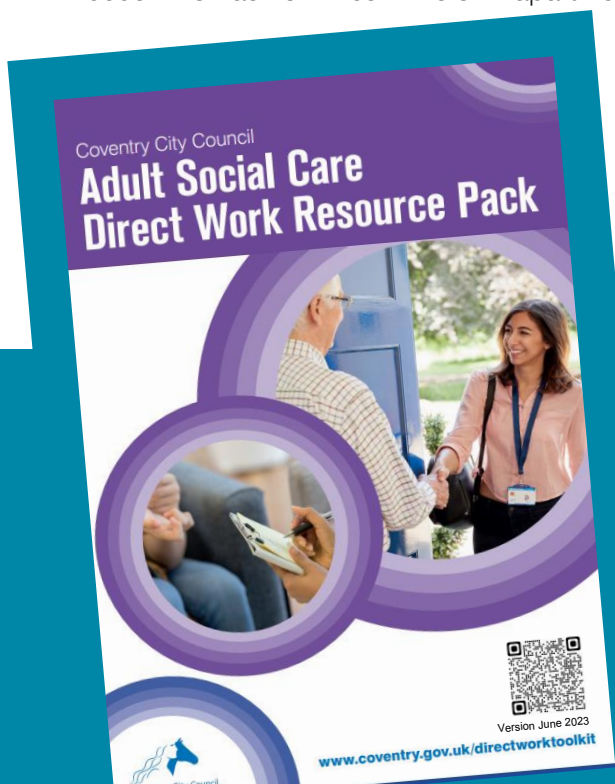
Thomas' Uncle, Karl, said

'As a family it has been lovely to see the change in Thomas these last 12 months, he appears more settled and happy in his current home and on each visit we get to spend quality time with him, it's so lovely and comforting to know that Thomas is being well looked after and also to see him smiling and interacting with his family and the staff. Naomi his social worker has been absolutely fantastic in supporting myself, Thomas and his family throughout the transition alongside other professionals so thank you'



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

'Young people face so many challenges when they turn 18 but not many have to move home like Thomas, it is great to read that Thomas has now found somewhere that he can call home and has the things that so many of us take for granted, like his own fridge and food available when he wants it. I am aware that this transition was not straightforward but was successful due to the partnership working and the support from Thomas's Uncle'.



Coventry Adult Social Care has created a Direct Work Toolkit. These resources for download have been developed to aim to give practitioners the tools to communicate, engage and support improved participation with those people we support in our direct work. It is hoped better communication leads to better relationships and a better understanding of what is important to the individual and /or care

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

SAFEGUARDING

Coventry Safeguarding Adults Board (CSAB)

Setting strategic priorities

The Coventry Safeguarding Adult Board (CSAB) is independently chaired and is responsible for publishing a Strategic Plan setting out how as a partnership we work in partnership to meet our safeguarding objectives. The Board Strategic Plan for 2024-2027 focuses on 4 themes:

- Making Safeguarding Personal (MSP)
- Prevention and Early Intervention
- Engagement and Communication
- Development and Assurance



A joined-up approach to policy, procedure and learning

The Board (and therefore all member organisations) have adopted the West Midlands Adult Safeguarding Policy and Procedures produced in 2019 (updated 2024) for the region. The policy sets out the approach taken across the West Midlands

and the approaches to be taken to make this real for our communities. It requires that Section 42 safeguarding enquiries are carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre of decision making.

Board audit activity is carried out via scheduled 'enquiry panels' over the course of the year and multi-agency learning events, are undertaken to ensure that guidance and its application is understood, reflect on practice and that practitioners continue to develop their learning in its' application. These audits have included Safeguarding in Care Home NICE Guidance, Mental Capacity Act, Self-Neglect and Safeguarding Adult Review Toolkit Enquiry Panel.

Our work is supported by a range of information leaflets and posters about safeguarding adults and the process people can expect. This includes easy read information which is produced by the Board and Adult Social Care. Safeguarding posters have also been translated into the 6 main languages used in Coventry (Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya). Adult Social Care Safeguarding Information, public leaflet and abuse type posters from the Board are also available in Arabic as this is one of the main languages requested to be translated. www.coventry.gov.uk/downloads/download/4244/safeguarding_adults_information_leaflets_and_posters

Adapting to new and emerging safeguarding risks

In order to ensure we continue to improve our approach to safeguarding the Board has, in 2023, produced guidance in response to emerging issues such as rising safeguarding concerns and self-neglect which have included;

- A 'Practice Tool to Aid Decision Making' - to assist agencies working with adults with care and support needs to identify if/when a safeguarding concern should be raised with the Local Authority. This was in response to rising numbers of concerns. This tool can also



assist social care staff to assess the seriousness and level of risk associated with the concerns being received.

● **A 'Hoarding Best Practice Framework and Toolkit'** - in response to rising cases of self-neglect, including hoarding, this framework and toolkit provides approaches and methods of working that can be utilised and adapted by organisations



to meet the needs of the individuals they work with.

[coventry.gov.uk/
SApoliciesandprocedures](https://coventry.gov.uk/SApoliciesandprocedures)

To support learning the Board commissions a Safeguarding Adult Review (SAR) for any case which meets the criteria as identified in law supported by regional and local guidance and toolkits. The SARs we have undertaken are all published on the Board webpages as executive summaries. [coventry.gov.uk/
SAexecutivesummaries](https://coventry.gov.uk/SAexecutivesummaries)

The Board undertaken 2 SARs in the last 2 years, one of these concerned a person who was experiencing self-neglect and the other a person with learning disabilities who experienced

neglect as part of a discharge from hospital into a care home. Every SAR undertaken has an action plan to address any recommendations and learning from the review.

The Board wants to ensure its continually seek feedback on people's experience and in 2023/24 launched a new survey; [coventry.gov.uk/
reportsafeguardingconcern](https://coventry.gov.uk/reportsafeguardingconcern)

To ensure all partners work together to provide safe systems of care in Coventry the Board also produces its own annual report on key safeguarding performance, progress in reducing or preventing harm and priorities for the following year.

[coventry.gov.uk/
CSABreportsandplans](https://coventry.gov.uk/CSABreportsandplans)

James, his story

James is a 69-year-old man who lives independently in a high rise block of flats, he is experiencing low mood and has some spinal problems related to his work history as an electrician, before the days of health and safety, needing to bend his back a great deal and this means he is in pain a lot of the time and the stability of his walking is affected, experiencing frequent falls. James has difficulty leaving the property and feels quite isolated.

James can be described as self-neglecting due to his pain and isolation. James was referred to Adult Social Care over a year ago in the form of a safeguarding concern from a number of sources including primary care. James was also neglecting his home environment needing to move out of his home for a short period of time.

James is very reluctant to accept care and support and we had to spend a significant amount of time of time getting to know James and build his trust. James is still reluctant to accept support apart from a domestic service to support his environment which has been of benefit to his mood.

James is much more open about his situation and circumstances and is receiving weekly visits from his social worker. James has been experiencing financial abuse recently which means we are working with James to establish how we can support and what options are available to him.

James said his relationship with his social worker is "good" and that he is "thankful" for all the support he has received thus far. James said that before his social worker got involved his flat was a "mess", however, "it's nice and comfortable now". James said that his domestic workers are "nice" and that they "do a good job". Regarding his financial circumstances, James is "hopeful" that we can arrange services that will help him to better protect his finances and reduce the risks associated with financial abuse. Regarding his personal care, James is still struggling to accept help and said he would feel "uncomfortable" and "embarrassed" to have carers. There are plans to explore a positive risk assessment with James thus highlighting his informed decisions around continued self-

neglect. Regardless of his decision-making, James said that he is much "happier" now Adult Social Care are involved; he feels "much safer" and he feels "listened to".



Andrew Errington Head of Practice Development & Safeguarding (Adults Principal Social Worker) said:

'Supporting people who self-neglect can be very challenging, needing to balance rights, risks and taking time to understand the person, so it's great to see this being recognised in the support provided to James'.

Leadership

This theme is about how we ensure we appropriately manage our support and services, ensuring that we are always learning and improving



Council's role as a partner, enabler and leader

GOVERNANCE, MANAGEMENT AND SUSTAINABILITY

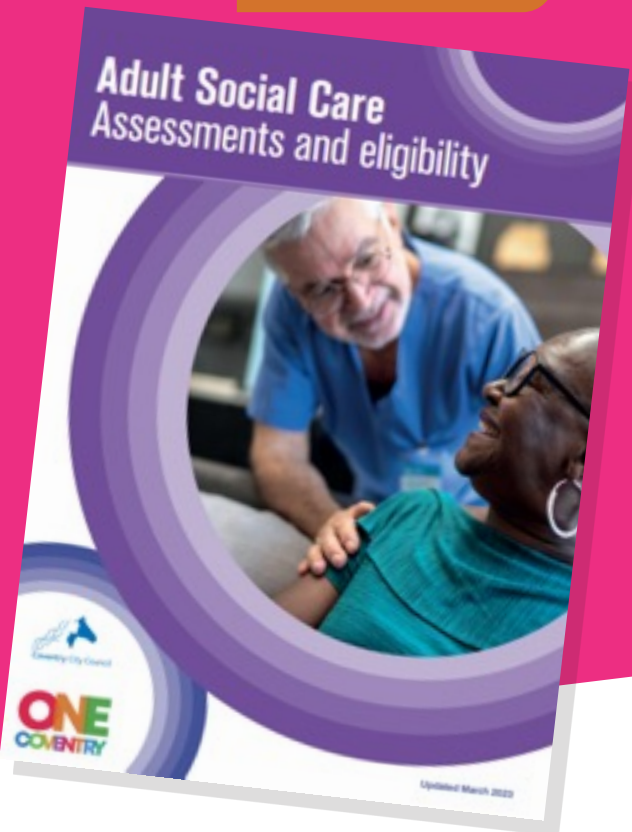
Performance matters

In Adult Social Care we believe performance management is everybody's business and we seek to understand how well our services are doing, checking impact, outcomes, and learning from what we find to guide the development of our services.

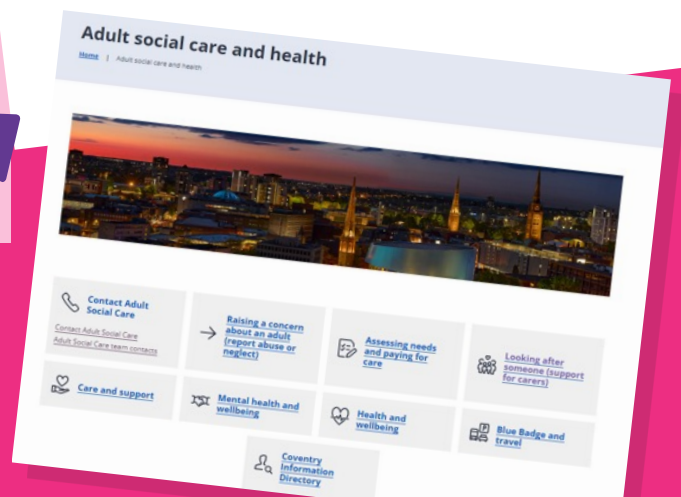
We need to ensure all our staff are clear in their responsibilities for performance management and quality, as we recognise we are publicly accountable for quality, performance and the need to be transparent on how we can work together to improve outcomes for adults and their carers. This approach includes regular performance reporting and analysis of information and data. Performance data which focuses on critical areas and ensures there are no gaps in our understanding of how we are operating. Some of this data and analysis can be found earlier in the Annual Report on pages 10 to 14. Through the Performance and Insight Team we have developed data and information dashboards to enable accessible and accurate data and information to be produced which can be used by staff and managers. These are utilised to inform

planning and how we use resources. Our approach to approach is underpinned by policies, standards and guidance which together support the design and delivery of effective services. These include national performance frameworks (Adult Social Care Outcomes Framework - ASCOF), statutory information returns, local policies, procedures and standards. National indicators include a need to focus on enhancing people's quality of life for people with care and support needs, delaying and reducing the need for care and support, ensuring that people have a positive experience of care and support, and that people are safe. >>>

We identified from our surveys that people said they found it hard to find information about Adult Social Care which led to us reviewing how we provide information.



This included work on our webpages to make them more accessible. We looked at other local authorities' web pages, who was accessing what information on our existing webpages and undertook an engagement exercise with people to look at web pages. This led to us updating our webpages and developing and updating our public information leaflets.



»» In the annual survey for people with care and support needs in 2022/23, we saw an improvement in responses about how easy is to find information. Unfortunately, in the survey for 2023/24 this decreased so we are thinking again what we can do, with ideas about targeting specific information to those in receipt of elements of care such as home support in the form of an information pack.

In terms of provision of information and advice for carers, our survey responses for 2023/24 indicates that people find it relatively easy to find information related to support for unpaid carers.



Louise Ferro, Head of Business Systems and Improvement said:

‘Monitoring, evaluating and managing our performance is key to ensuring people receive the right support in the right way and at the right time. It is also vital for us to learn from feedback received and survey results to ensure when things aren’t working as well as they should be we act quickly to deliver improvement’

LEARNING, IMPROVING AND INNOVATION

Coproduction and engagement

Improvement through continuous learning is embedded within how we do our work but one of most important ways we learn is by listening to, involving and engaging with those who have ‘lived experience’.

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 still 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 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. We have developed the ‘Engagement, Involvement and Co-Production Our Approach’, 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.

coventry.gov.uk/ASCEngagementApproach

We have been looking at any barriers that might exist to involvement and have produced a policy for reimbursement of expenses and fees for participation.

We are also continuing to seek feedback from people accessing our support via our Experience Survey which also asks if people want to receive more information about Adult Social Care and ‘get involved’, growing the group of people we can engage with. It also asks people for one change or improvement they would like to make to the support they have or are receiving. We read all of these, contact people if they need support and take action on any themes.

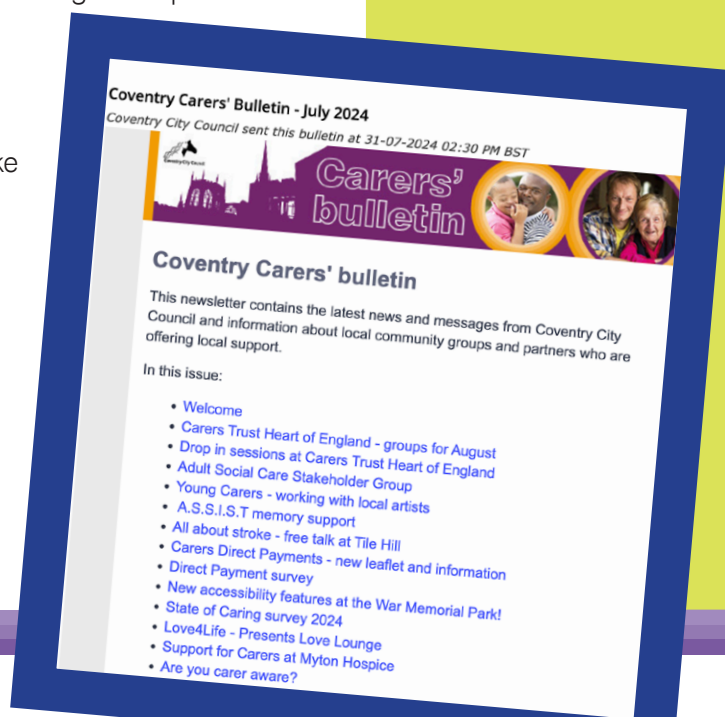
coventry.gov.uk/ascexperiencesurvey

We want to continue to grow the number people who want to be involved and hear their views.



We produce regular bulletins or newsletters for people interested in Adult Social Care which includes updates on developments and details of forthcoming opportunities for getting involved. 1,368 people are receiving our Adults Bulletin and 3,673 people our Carers. If you want to be added to our newsletter circulation list, please let us know, by subscribing yourself;

coventry.gov.uk/ASCbulletins
coventry.gov.uk/carersbulletins





Improving outcomes and tackling inequalities within our communities



Where we have acted on feedback, will share this on our webpages via a 'We asked, you said, we did' page.

coventry.gov.uk/ ascsaid

We now have a live demographic dashboard which tells us who is accessing Adult Social Care compared to the city population and we are using this information to inform our approaches. We have updated all our public information which identifies that they can be made available in 6

main languages used in Coventry – Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya. We have also produced our safeguarding posters in these languages alongside specific information about safeguarding in Arabic as this is one of the most requested languages for translation and more recently our Direct Payments leaflets into Punjabi, Urdu, Arabic and Gujarati.

coventry.gov.uk/ ASCpublicinformation

In 2022/23 we started to hold open days, inviting people to come and hear more about Adult Social Care and get involved. We have continued holding events large events through 2023/24. This has included Bethel Church, Spon End and University Hospital Coventry and Warwickshire (June 23), Cheylesmore Community centre (November 2023) and the Muslim Resource Centre (Health and Wellbeing Event February 2024).

Also 'Pop ups' as we like to call them. The pop-up events help us speak to a wide range of people, people that might not be receiving Adults Social Care, might not have heard of our support and people who self-fund their care. We've made sure we have a wide range of staff, such as occupational therapists, social workers and always a popular one, the financial assessments team.



Pauline, a person with lived experience who is supporting our work in mental health services said about 'getting involved';

I have known Simon, the Manager of Adult Social Care, for many years. He was my social worker for a time, and I am certain of his intrinsic social work values.

Life happened and we parted ways but a chance meeting at a bus stop brought us together again. We arranged to meet, and he told me he was keen to find someone who accesses services to be involved in the recruitment process for mental health professionals. I agreed as it is my belief that 'service user' involvement (coproduction) is essential in all aspects of the provision of services. My first assignment was to edit the mental health website.

I then made a recruitment video describing my experience of receiving services.

www.coventry.gov.uk/adult-social-work-jobs-1/adult-social-work-jobs/2

For the past year I have been actively involved as part of the recruitment panel. I am a colleague and feel my opinion matters. Simon has given me the opportunity to do a presentation in the future to Approved Mental Health Professionals (AMHPs) in a teaching role.

The possibilities for co-production in mental health is vast and as the coproduction movement grows, I hope to expand my role as an 'Expert by Experience' for mental health services.

What's next and looking forward

We recognise that there is always more to do, and that learning is an ongoing process. We want to get people more involved in the commissioning of services and also ensure information gets to those who need it most.



Adult Social Care Stakeholder Group



June the groups co-chair said

'I have been involved with the Stakeholder group since 2022, it is a friendly supportive group, people who attend have a wealth of knowledge and come from all different

backgrounds which consists of people's own personal experiences or those of people they are supporting or caring for, there are professional people and the voluntary groups that all contribute. We discuss up and coming service developments and improvements, where it gives us an opportunity to ask questions, have discussions and contribute on how services can help the people of Coventry'.

To find out more about Getting Involved you can access the webpage.

coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care

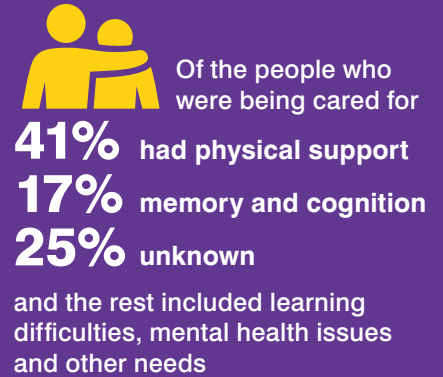
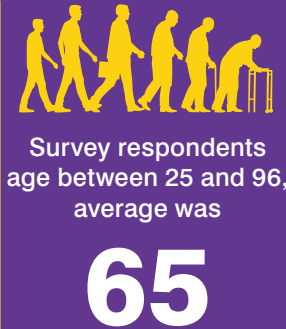
PERFORMANCE HIGHLIGHTS

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.

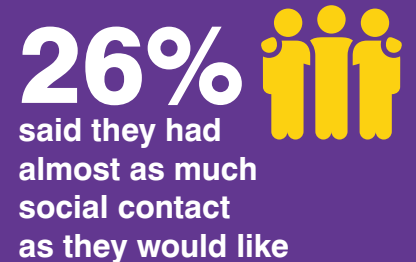
Understanding the views and experiences of Adult Social Care CARERS 2023/24

About the survey

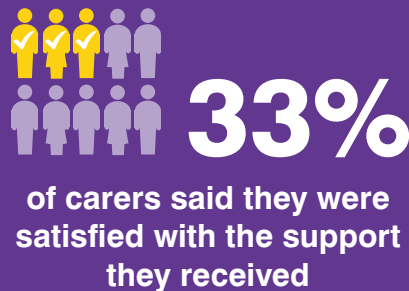
A random selection of people with caring responsibilities who received an assessment or review within 12-month period prior to 1 September 2023



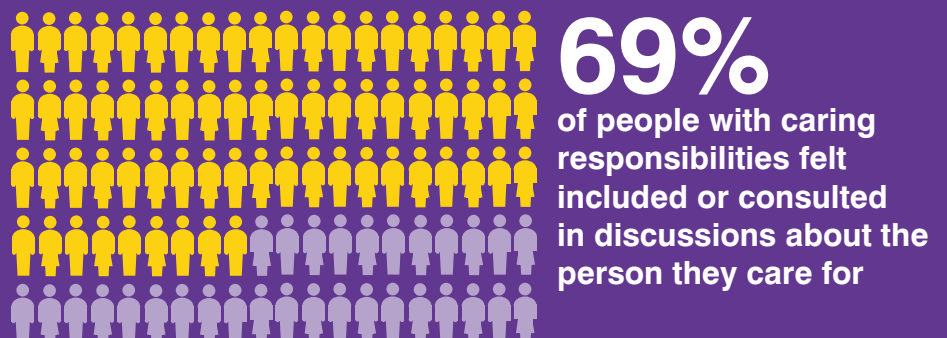
Enhancing the quality of life for people with caring responsibilities



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



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



The next Carers' Survey will be undertaken in 2025/2026

Understanding the views and experiences of Adult Social Care PEOPLE WITH CARE AND SUPPORT NEEDS 2023/24

A random selection of service users were contacted who received long term support as at 1 December 2023



Ages of respondents varied between 18 and 101. Average age was

67



42%
male

58%
female



Of the people who were being cared for

52% had physical support

26% 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**



47%

said they had as much social contact as they would like



8 out of **10** people said they have enough control over their daily life

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



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

65% 

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



74%

said services received helped them feel safe

S75 Partnership Agreement and Mental Health Transformation

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, is renewed every 3 years. As part of the agreement and 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 covwarkpt.nhs.uk

The conclusion of the Community Mental Health Transformation in March 2024 marked the end of a five year period whereby new specialist pathways and teams were introduced, including services for adult Eating Disorders, Enablement (Rehabilitation), Forensic pathway, and Personality and Complex Trauma.

This has resulted in additional resources for Adult Social Care and for the social intervention model we are now introducing.

To realise the benefits of the transformation programme there has been a restructuring on Community Mental Health teams, bringing together a Coventry Place offer

by combining services and aligning them to geographical teams. Social Care staff continue to be an integral to the teams but enables us to deliver a specialist social care pathway as part of the overall offer and we are now looking at how we implement and embed new ways of working given that the workforce organisation and structures are now in place.

During the course of the year the work of the 'Black Lives Matters Project' has included one element focusing on Mental Health Act Detentions. This aimed to explore and address the disproportionalities

in detention. Nationally, people of black ethnicity are 3 times more likely to be detained under the Mental Health Act. Locally, black female rates of admission under the Mental Health Act are over 50% higher than for all females in our population and black males are 2 times more likely to be detained than the average for our male population.

This project includes representatives from CWPT, NHS Confederation, Inini Initiative, Voiceability, MIND, West Midlands Police and Coventry and Warwickshire Councils.



In 2023/24 we received

86 complaints

BUT

3x more compliments

286



Complaints and 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.

coventry.gov.uk/health-social-care-say-getting-involved/adult-social-care-comments-compliments-complaints/3

coventry.gov.uk/downloads/download/781/adult_social_care_complaints_and_representations_annual_reports

CELEBRATING OUR STRENGTHS

Awards and Good News

Celebrating Pride at Copthorne Lodge

Copthorne Lodge hosted a vibrant Pride celebration, bringing together tenants and staff in a joyous and inclusive event.

The festivities took place in June, featuring a special celebratory meal and a delicious array of Rainbow mocktails, symbolising the diversity and unity of our community. The dining area was adorned with colourful decorations, creating a festive atmosphere that resonated with the spirit of Pride. The kitchen team outdid themselves, preparing a delicious meal that catered to various tastes and dietary preferences. Lots of the staff got involved and not forgetting Louis the dog Copthorne's mascot.

Sharon Mitchell, Assistant Manager said:

'The purpose was to remind people that we are an inclusive service and welcome people from all backgrounds. For older people in particular, they may still hold a fear of being prejudiced for their sexual orientation. Celebrating events like Pride shows we will not be prejudiced, nor will we tolerate prejudice from others'



Valerie's 101st Birthday

Special celebrations were held at Eric Williams House to mark the 101st birthday of a proud Coventry woman Valerie Handley, born and bred in the city. Valerie has seen a lot of things many locals have only ever heard or read about.

coventrytelegraph.net/news/coventry-news/i-saw-devastation-coventry-bombings-29019396?int_source=amp_continue_reading&int_medium=amp&int_campaign=continue_reading_button#amp-readmore-target



Social Work Degree Level Apprenticeship Second cohort graduates!

Over the recent years, to meet the increased demand in social care, the routes to becoming a qualified Social Worker has increased and varied.

One of these is the Social Work Degree Level Apprenticeship, this is a three-year course, and the focus is on both academic and practice development. In 2019 Coventry Adults and Children enrolled their first cohort of apprentices at Coventry University and have since continued to offer and support this opportunity. In 2023 our second cohort graduated. In 2024 we now have 8 staff undertaking or due to undertake the apprenticeship.

We are also pleased to be supporting the Occupational Therapy Degree Level Apprenticeship with 1 staff member completing this year and another 2 undertaking the degree.

Celebrating the achievements of Adult Social Care staff

In November 2023 we held our 2nd event to celebrate the efforts and hard work of staff across the service. We were overwhelmed with the number of nominations received, the panel which was made up of a variety of staff had a very difficult job selecting the winners!

Certificates were awarded for a range of work highlighting the vast scope of work the Adult Social Care teams are involved in. Many of the awards were celebrating the value of their co-workers with nominations from within the teams showing how valued and respected these people were within Adult Social Care.



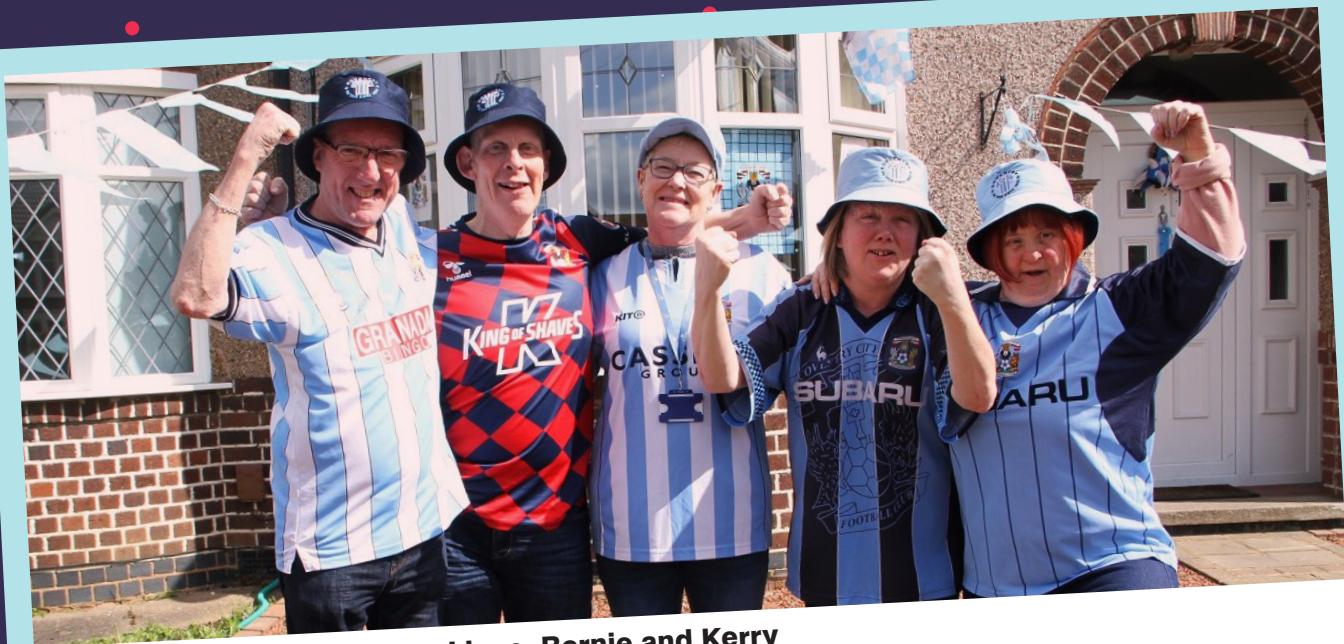


Photo left to right: **Rob, Stephen, Liane, Bernie and Kerry**

Shared Lives Family went to Wembley!

A family that has come together as part of the Council's Shared Lives scheme put the flags out as they geared up for the FA Cup outing against Man Utd.

Rob, Bernie, Stephen, and Kerry have been brought together by the Coventry Shared Lives Scheme, which enables adults to live together in a family home where care and support are provided in a loving environment.

Stephen and Kerry live with Bernie and Rob and have developed a caring relationship for several years. Stephen and Rob are big Coventry City fans and have season tickets - going to every game whenever they can.

Bernie at the time told us how important the Shared Lives scheme is;

"It's a good scheme because you can make a difference that can change lives by giving people meaningful opportunities. You can enhance skills and you can live together as a family. Kerry helps in the kitchen, we cook together, and Stephen helps set the table. Kerry calls us a good team - we're a good team together. It's especially nice for Stephen to go to Wembley."

Rob added at the time:

"I've been a massive Sky Blues fan for years and going with Stephen has been great. It is such a perfect way for him to connect with more people. We love it and can't wait for Sunday."

Liane, Shared Lives Officer at the Council, said at the time:

"It's wonderful to work on Shared Lives and Stephen, Kerry, Rob and Bernie are such a lovely group to work with. As a Sky Blues' fan I'm so excited for them all."



A room to spare
and a life to share

Find out more about
Coventry shared lives
[coventry.gov.uk/
sharedlives](http://coventry.gov.uk/sharedlives)

or call
024 7678 5339

or e-mail
[sharedlivescheme@
coventry.gov.uk](mailto:sharedlivescheme@coventry.gov.uk)

Annual Report of the Adults Principal Social Worker 2023/24 Key Achievements and Developments

This graphic describes the work of the Adults Principal Social Worker (PSW) Andrew Errington for Coventry City Council during 2023/24.



What is PSW?

- Care Act 2014 states a PSW should:
 - be visible across the organisation
 - support and develop effective conditions for practice
 - oversee quality and improvement of practice
 - have direct contact with the Adults Director and front-line practice

The PSW for Adults, Andrew Errington commenced in post in July 2016 and is the Head of Safeguarding and Practice Development. Andrew reports to the Head of Adult Social Care Sally Caren.

Workforce Development

Updated the Learning and Development portfolio for Adult Services in ensuring access to a range of relevant and current virtual and in person training opportunities.

86 training events relevant to Social Work attended by 951 staff

2 dedicated CPD events, refresher training for deafblind assessors and 4 new deafblind assessors qualified

Hosted a 7th 'virtual' annual practice week with the Children's PSW providing access to a week of practice focused events.

665 staff booked places across the 37 sessions during the week.

Planned training events with a focus on legal literacy and ensuring assessment and support is inclusive and engages with sexuality, gender identity and religion, belief and spirituality

Further Adult Services Wellbeing week in February 2024 with staff attending various online and in person activities and events focusing on health and wellbeing

Social Work Education

Embedding links with our local Higher Education Institutions Coventry and Warwick Universities and supporting the West Midlands Social Work Teaching Partnership Practitioners supporting teaching on the Adults Module at Coventry University

Continuing to support new routes into Social Work, including the new Degree Level Social Work apprenticeships

Second cohort of 3 apprentices qualify, 5 members of staff undertaking the Degree Level SW apprenticeship, 4 further places planned for 2024

Meeting Standards

Supporting the Post Qualifying Standards for SW Practice Supervisors, commissioning supervision training and purchased reflective, theory and self-cards practice for every supervisor to use

Prepared practitioners for the 4th renewal with their Social Work Regulator 'Social Work England'

Launched a new 'Learning Hub' for front line staff

Strength Based Approaches

Continuing to support Strength-based Practice Framework with Motivational Interviewing training and coproduced with practitioners a direct work resource with a range of tools to support communication and engagement

<https://www.coventry.gov.uk/directworktoolkit>

Continued to host Complex Case and Risk Enablement Panel discussions

Leading on establishing the demographic profile of people accessing Adult Social Care, exploring experiences of different communities

Practice Development Roles

SW Practice Development roles are supporting newly qualified Social Workers, promoting Practice Education and providing practice support to front line staff and managers

Supporting 10 new NQSWs (as of end of March 2024)

4 primary placements for SW's

1 new SW Practice Educator trained

Practice Quality

Practice Quality Assurance Framework with new simplified audit system. Includes observation of practice, practice and supervision audits. Allows organisational view on practice themes

307 audits undertaken in 23/24 (as of end of March 2024)

Embedding the senior managers quality assurance activity, receiving and feeding back on examples of case work and undertaking customer interviews

Developed a Practice Development, Learning and Improvement Framework systematic way of identifying organisational wide learning, areas of improvement and sharing best practice across the organisation

Introduced a 'We asked, You said, We did' process to ensure any improvements identified by quality assurance and experience approaches are subject to feedback <https://www.coventry.gov.uk/health-social-care-say-getting-involved/said>

Professional Curiosity

Ensuring practice informed by evidence and curiosity, raising the profile of our subscription to 'Research in Practice for Adults', 'Care Knowledge', and 'SW Connect' helping staff to stay up to date on the latest expert information and legislation to help day to day practice

112 staff are now using Care Knowledge

79 staff now accessing SW Connect

9 in 10 respondents in health check survey agree with the statement 'I have access to best practice, research and evidence materials'

Commenced use of 'Research Circles' brings together practitioners and academics to attend a reflective session to read and review a piece of research

Policy and Best Practice Guidance

Chairing the Adult Services Policy Group, ensuring policy and public information are accessible to all relevant staff and up to date.

Championing the use NICE National Guidelines, part of a national research study on the use of Guidance and producing a WM resource for frontline staff 'How can NICE guidance support evidence informed SW practice' (in conjunction with NICE implementation lead team)

<https://www.coventry.gov.uk/downloads/download/424/nice-guidance-support-evidence-informed-social-work-practice>

Policy lead an author of key policies and guidance. Led the development of a revised Operating Protocol for Community Deprivation of Liberty

Reviewed, updated and produced a new suite of public information for Adult Social Care. Ensuring public information note availability in the 6 main languages used in Coventry

<https://www.coventry.gov.uk/ASCPublicInformation>

Translating key safeguarding information and posters into different languages

https://www.coventry.gov.uk/downloads/download/424/safeguarding_adults_information_leaflets_and_posters

Leading Diversity & Inclusion work including joining the Social Care Workforce Race Equality Standard (SC WRES) pilot

Practice Leadership

Elected Co-chair of the West Midlands Adults Principal Social Worker Network until 2025 (chairing network since January 2017)

PSW research associate supporting the development of a research culture in the region <https://www.wm-adass.org.uk/improvement/research/>

Undertaking regional virtual 'safe and effective practice reviews' in support of CQC assurance preparations

Member of S75 Board and ICB professional leadership governance boards

Safeguarding Adults

Supporting the work of the Safeguarding Board through chairing the SAR subgroup. Supporting Board multi-agency learning events on key issues

<https://www.coventry.gov.uk/coventry-safeguarding-adults-board/workforce-development/>

Trialing new approaches to seeking people's feedback on safeguarding enquiries

Member of the WM Safeguarding Leads network

Chair of the Safeguarding Adult Review (SAR) subgroup

Engaging and Coproducing

Co-chair of the Adult Social Care 'Stakeholder Group'. Supporting development of coproduction and engagement activities including an annual schedule of community engagement events

<https://www.coventry.gov.uk/downloads/files/3025/adult-social-care-engagement-involvement-and-coproduction-it-our-approach>

Leading on the production of Coventry's 'Local Account', an annual report reflecting on the work of Adult Social Care

https://www.coventry.gov.uk/info/192/adult_social_care_strategies_policies_and_plans/1399/annual_report_for_adult_social_care

Leading 'real time' experience survey to seek feedback from people, identify areas for improvement and to ask people if they want to get involved

https://www.coventry.gov.uk/info/194/health_and_social_care_having_your_say_and_getting_involved/3203/getting_involved_in_adult_social_care

Celebrating and Connecting with Practice

Virtual networks and forums in place for staff engagement continued

Supporting Adult Social Care Celebration event

Keeping in touch with staff via the Adult Services E Bulletin and 'Let's Talk' sessions

Priorities for 2024/25

- To continue to embed strength-based tools and techniques in practice and ensure they are translating into strength-based conversations and recording

- To continue to focus on practice quality and to engage in different ways with the experience of people accessing Adult Social Care

- Embed the Practice Development, Learning and Improvement Framework

Adults Services Wellbeing Week

Adult Services held a 3rd wellbeing week for Adult Social Care staff in February 2024.

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. It was in recognition of the hard work, commitment and efforts staff put into their job. This was also a brilliant way of showing appreciation and value, by focusing an entire week on the importance of their well-being. 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 and blood pressure/cholesterol levels. The foyer on the ground floor at Friargate held a daily sharing of well-being information including healthy eating habits, local resources, as well as Sky Blues for men with a focus on mental health for men and a healthy weekly planner. The week was well received, and the plan is for this to be an ongoing annual staff event seeking feedback from staff on how future events will be organised.

Principal Social Worker Annual Report

Most areas 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 sixth annual report.

[coventry.gov.uk/downloads/download/5650/adults_principal_social_worker_annual_reports](https://www.coventry.gov.uk/downloads/download/5650/adults_principal_social_worker_annual_reports)





OUR SUCCESSES AND DELIVERING ON IMPROVEMENTS

Updates from 2023/24

This provides a brief summary of our key successes and improvements from 2023/24.

Workforce development

Although our workforce survey indicates that people feel well supported and valued by Coventry City Council. Listening to our workforce and developing our workforce skills in order to appropriately support the population we serve is a key priority. Improvements include;

- Recruitment - by including supportive video's particularly for mental health where recruitment was most challenging. The videos featured an expert by experience talking about her experience of our services alongside a social worker
- Links with migration services - to recruit from those moving to Coventry from new communities
- The implementation of 'stay interviews' - so we understand what makes people stay working for Coventry rather than just why people leave
- Undertaking council wide focus groups with employees from visible ethnic minorities - to understand and improve, where required, on their experiences as employees working for the Council

Our reviewing approach

As well as providing an essential check as to whether someone's care and support needs are being appropriately met our approach to undertaking reviews has evolved to also be an opportunity for change in how we promote choice, control and independence in the way we deliver our services. Improvements include;

- Revisiting our processes to maximise reviewing opportunities
- Building on the options we offer to people
- Using feedback from reviews to identify market gaps to inform commissioning arrangements

The voice of the resident

The more we understand the experience of people supported the better able we are to develop our services. Improvements include;

- Holding community engagement events, specifically within neighbourhoods and communities whose voices are seldom heard
- Using our real time experience survey to help us gather feedback on people's experience
- Developing information materials to include a wider range of the main languages spoken in Coventry
- Increasing the frequency of experts by experience being present on recruitment panels and in selection processes

Developing the social care market

Improving the range and quality within the social care market is an ongoing programme of work to ensure our support offer meets the needs of an increasingly diverse community. Improvements include:

- Establishing a “creative options” panel of practitioners to enable consideration of alternatives to traditional methods of care at the point of support planning
- Creating partnerships with local Voluntary and Community sector groups to support those people who come to us with needs that do not meet Care Act eligibility criteria to help with the delay and prevention of decline and need
- Exploring ways to increase the use of Direct Payments to enable greater independence

Our use of technology in the delivery of care and support

We are supporting the adoption of Integrated Care Records, digital social care records and are exploring and implementing innovative ways to support falls prevention within care home settings. Improvements include;

- Secured funding through the Digital Transformation Fund via NHS England (NHSE) and employed a Digital Transformation Officer to support the Adult Social Care provider market implement Digital Social Care records by 2025
- Secured money from Department for Science, Innovation and Technology (DSIT) to work with West Midlands 5G to develop digital solutions to support Adult Social Care delivery
- Implemented Integrated Care Records for Adult Social Care working as part of the Integrated Care System (ICS) to deliver better outcomes for individuals, minimising the number of times people need to reshare their information and enabling professionals to work in a more integrated way

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.

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.

Think Local Act Personal's ‘Making It Real’ Framework

Making it Real is a framework to support good personalised care and support for providers, commissioners and people who access services.

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.

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 or eliminating their 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.

No Recourse to Public Funds

A person will have no recourse to public funds when they are 'subject to immigration control'. A person who is subject to immigration control cannot claim public funds (benefits and housing assistance), unless an exception applies.

Making Safeguarding Personal (MSP)

'Making Safeguarding Personal' (MSP) is an approach to Safeguarding that aims to ensure that the person (adult at risk) and/or their advocate in relation to the safeguarding enquiry, are fully engaged and consulted throughout and that their wishes and views are central.

Positive Risk Assessment

Positive risk-taking involves weighing up the potential benefits and harms of exercising one choice of action over another. This requires staff identifying potential risks with the person and developing plans and actions that reflect the person's stated priorities

Adult Social Care

Outcomes Framework (ASCOF)

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people.

Approved Mental Health Professionals (AMHPs)

An AMHP is approved to carry out functions under the Mental Health Act 1983. The role of the AMHP is to coordinate the assessment of individuals who are being considered for detention under the Mental Health Act 1983.

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.

Transformation Programme for Mental Health

Integrated Care Systems (ICSs) received funding to develop and begin delivering new models of integrated primary and community care for adults and older adults with severe mental illnesses.

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.

<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 through 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 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.	033 3150 3456
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.	030 0012 0315
SEND Information, Advice and Support Service	Providing information and advice to young people with disabilities and special educational needs.	024 7669 4307



GODIVA

SHE RODE FORTH CLOTHED ON WITH
CHASTITY THE DEEP AIR LISTEN'D ROUND

Special thanks to...

**Afsaneh
Val and Mike
Phil
Aleem, Nathan and Rachel
Callum and Rebecca
Hilda
Thomas
James
Valerie
Pauline**
**June and our Stakeholder Group
All care providers across the city
The staff at Adult Social Care
All our partners**

Contact us

You can contact us about this report at:
getinvolved@coventry.gov.uk

You can contact Adult Social Care Direct at:

Email: **ascdirect@coventry.gov.uk**

Call: **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

If you require this information in another language or format, please email
ascdirect@coventry.gov.uk

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres
ascdirect@coventry.gov.uk

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ascdirect@coventry.gov.uk

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Coventry City Council's Adult Social Care Self Assessment 2023/2024



COVENTRY

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Introduction

Welcome to our Adult Social Care Self Assessment for 2023/2024

This report details how we are delivering Adult Social Care services in Coventry against the four themes and quality statements of the Care Quality Commission (CQC) assessment criteria for local authorities. It contains information on overall performance and finance, how our pattern of support is evolving in response to changes in the make-up of the city and areas we are focussing on for further development. The Self Assessment is intended to be read in conjunction with our Annual Report (Local Account) as this includes a wide range of case studies and evidence supporting the information contained within this Self Assessment.

Coventry – the city

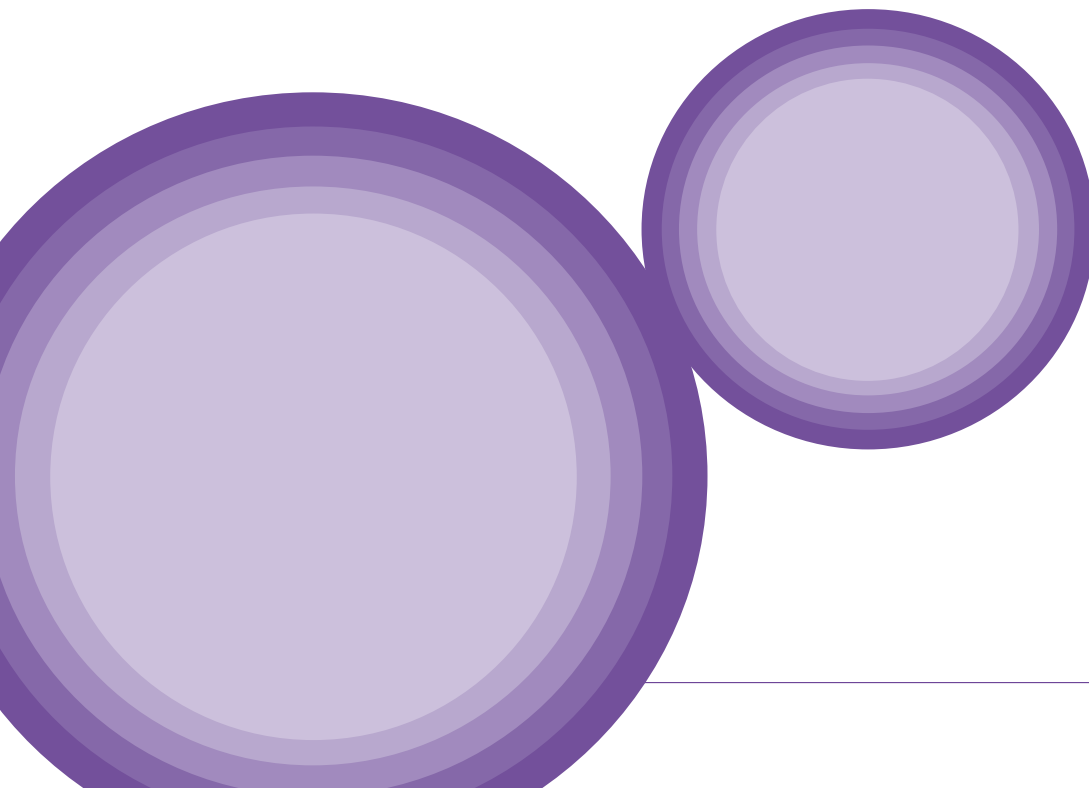
Coventry is the ninth largest city in England and the twelfth largest in the United Kingdom. It is a diverse city in respect of both ethnicity and religion and a city of relatively high deprivation and low life expectancy. These factors combined, effect demand for services across a range of Council service areas including Adult Social Care.

We take our responsibilities towards our most vulnerable residents very seriously. We have stayed true to our responsibilities to protect the most vulnerable whilst developing and improving the city for all our residents.

Coventry City Council is a Labour run Council of 18 wards and following the 2024 local elections comprised 40 Labour, 12 Conservatives and 2 Green Party Councillors.

There is one major hospital within the city, University Hospital Coventry and Warwickshire which has 1005 beds and provides both emergency and elective care and specialises in cardiology, neurosurgery, stroke, joint replacements, in vitro fertilisation (IVF) and maternal health, diabetes and kidney transplants. The Hospital is also a designated major trauma and cancer centre.

Coventry is also home to two universities, Coventry University and Warwick University with a combined student population of 67,255 (2021 census) of which 36,000 are living in Coventry. The 2021 census estimates that 9,730 of students living in Coventry are international students.



Some of our key city statistics are as follows:

Size

A population of 345,325 as of the 2021 Census, making it the second largest Local Authority in the West Midlands. Coventry's population has grown by 8.9% over the last 10 years.

Age

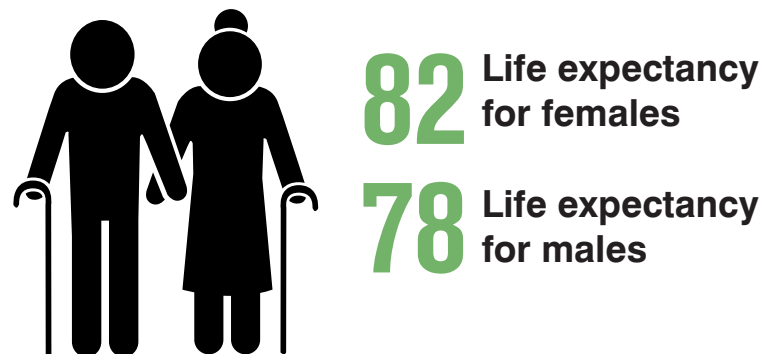
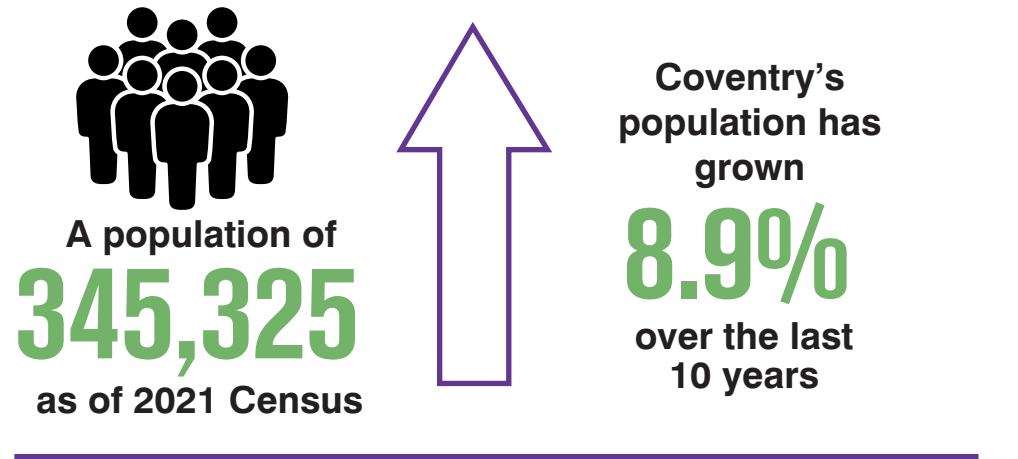
The median age of the population has increased by one year since the 2011 Census to 35, which is a full five years lower than that of the region and England at 40.

According to the 2018-based sub-national population projections, the population will begin to age over the next 25 years. Indeed, it is projected that the population of those aged 65 and over is to increase by 27.7% by the year 2043.

13% of the population are aged 65 or over and, despite the relatively young age compared to the region, the 55-59 age group has seen the biggest increase in the decade since 2011; this age group has increased by 27.5%.

Life expectancy

Life expectancy in the city remains lower than the national and regional averages. For females this is 82 years and for males 78 years. Significant health inequalities across our neighbourhoods and in more deprived areas mean adults spend a greater proportion of their lives in ill health. Indeed, healthy life expectancy is 64 years for females and 61 years for males. As such, females live proportionally longer in ill health than males.



Diversity

Coventry has been an asylum dispersal city for asylum seekers and more latterly a “city of sanctuary” in respect of migrant populations. The diversity of the city is higher than regional and national statistics. Post Pandemic, we have seen this population expand, with the requirement to address health inequalities a key priority for this and other groups within the city. Of note is the increasing number of migrant families coming to the city and the increasing demands on education particularly for those with Special Educational Needs (SEN).

65.5% of people in Coventry identified their ethnic group within the ‘White’ category (compared with 73.8% in 2011). 18.5% identified their ethnic group as ‘Asian, Asian British or Asian Welsh’ category (16.3% in 2011).

The diversity in spoken languages is also increasing, with English as a first language decreasing from 86.1% in 2011 to 82.5% in 2021. Within Coventry, Polish (2.3%), Punjabi (2.3%) and Romanian (2.1%) are the three most popular main languages spoken aside from English.

The religious affiliation of Coventry is also diverse. 30% of residents are recorded in the Census 2021 as having ‘no religion’, an increase from 23% in 2011. Being religious is more prevalent in Coventry than the national average as 37% of people across England have no religion. While Coventry has a lower proportion of Christian residents than the national average, 44% (England 46%) down from 54% in 2011; most other major religions are more commonly followed in Coventry. 10% of Coventry residents are Muslim, an increase from 7% in 2011; 5% are Sikh and 4% are Hindu.



65.5%

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with**

73.8%

in 2011



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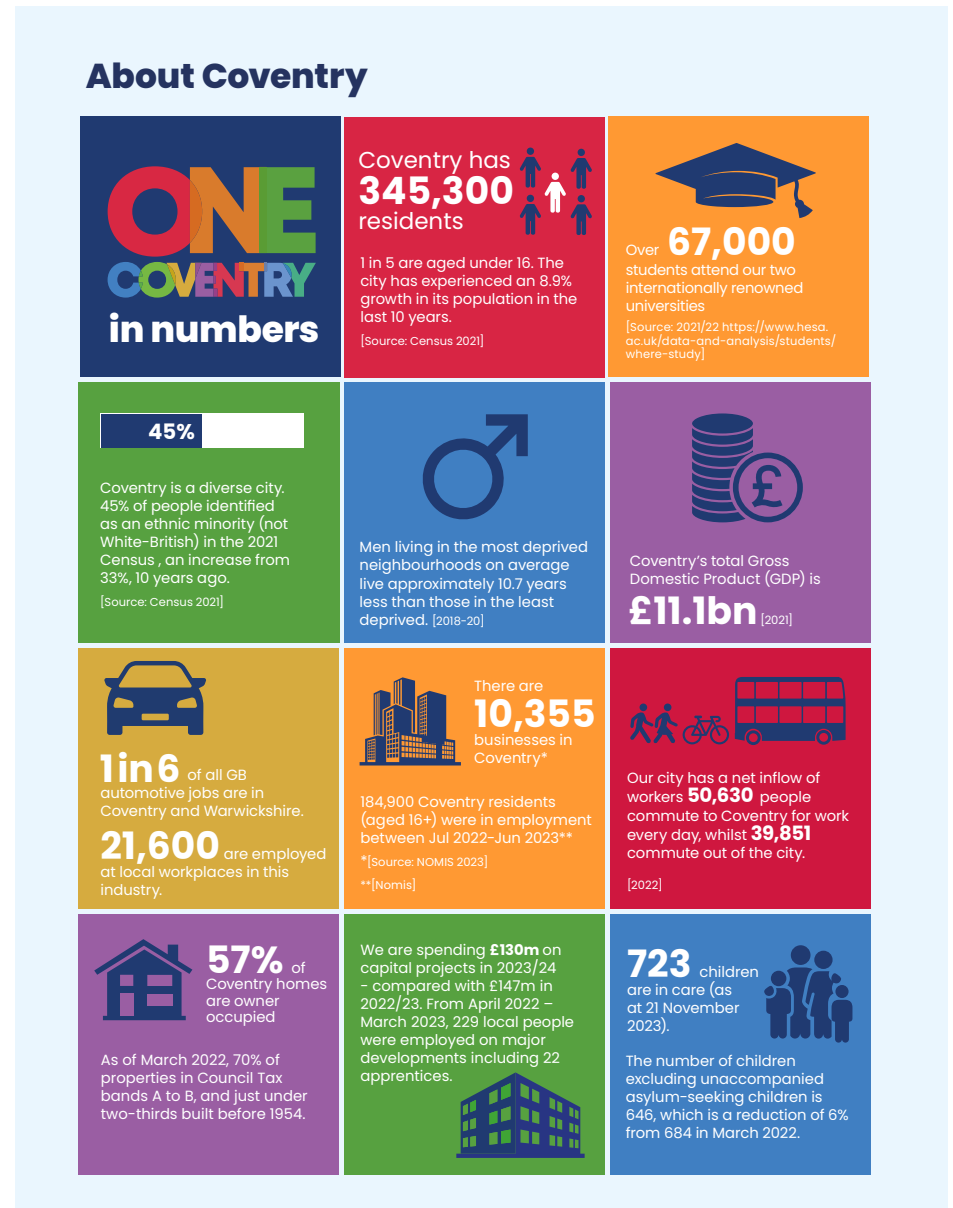
Deprivation

Deprivation within the city has decreased in more recent years and following on from becoming a Marmot City, the percentage of Coventry neighbourhoods that are amongst the 10% most deprived in England reduced from 18.5% to 14.4% between 2015 and 2019. However, over a quarter (25.6%) of neighbourhoods are amongst the most deprived 20% of areas (the most deprived 'quintile'), a particular focus for the health system for tackling inequalities (the 'Core20').

Financial

Like many local authorities Coventry is facing funding challenges, with £30m of planned savings to deliver its balanced budget position in 2024/25 and a projected £14m budget shortfall in 2025/26. This reflects a combination of factors including funding received from central government coupled with rising demand and costs in social care and inflationary pressures. We need to ensure we spend every penny wisely – investing in efficient and effective services that focus resources to the front-line, prioritising those who need our support the most. This is the focus for our One Coventry Transformation Plan, which will transform how we deliver many of our services in 2024 and beyond. The local authority estimated that in 2023/24, its total budget would be £260.5m. Its actual spend for that year was £262.3m which was £1.8m more than estimated.

- The local authority estimated that it would spend £102.8m of its total budget on adult social care in 2023/24. Its actual spend was £107.8m, which is £4.9m more than estimated.
- In 2023/24, 39% of the budget was spent on adult social care.
- The local authority has raised the full adult social care precept for 2023/24 and 2024/25.



Adult Social Care

Our approach to Adult Social Care can be simply stated as 'maximising independence' through providing support in a way that enables people to remain as independent as possible.

We do not have a separate Adult Social Care strategy but work to support the delivery of the Integrated Care System strategy and support the aspirations of the One Coventry Plan. Our Adult Social Care Offer describes how we aim to deliver our services and what people can expect from us.

As a core principle though at every level we intend to provide support to the residents of Coventry, in the least intrusive and restrictive 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 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 improvement developments.

In undertaking our work we adopt a strengths-based approach to practice in all of our interactions, which is embedded in the principle that the people we are working with are experts in their own lives and their experience of receiving support is integral to the way in which we develop and improve our services.

In line with our One Coventry approach, partner organisations form part of 'our extended team' as we work together to deliver complex improvement programmes and discharge our safeguarding responsibilities.

Our Health and Care Partnership Vision is "we will do all that we can to enable people across Coventry and Warwickshire to pursue happy healthy lives and put people at the heart of all we do."

How we will 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

 <p>Taking a strength-based approach</p> <p>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.</p>	 <p>Helping people to stay at home</p> <p>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.</p>	 <p>Living and ageing well</p> <p>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.</p>	 <p>Making the best use of resources</p> <p>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.</p>
 <p>Joined up care and support</p> <p>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.</p>	 <p>Keeping people safe</p> <p>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.</p>	 <p>Carers are at the heart of all we do</p> <p>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.</p>	 <p>Committed workforce</p> <p>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.</p>

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

Under each of the four themes of the inspection framework we cover the operational information required to meet the quality statement standards. For each theme we have summarised our key strengths and areas for development. However, in overall terms we would assess our key strengths and areas for development as being:

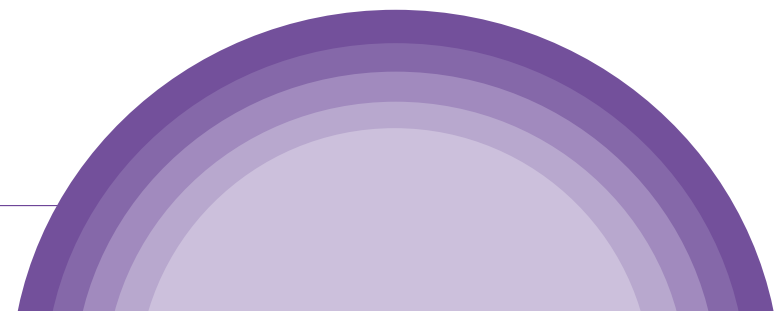
Strengths

- Workforce - Our workforce is committed and stable with workforce surveys providing positive feedback on Coventry as a place to work.
- Market - Our market is able to respond to demands for care- we can source care for hospital discharge and for demand from the community quickly in most cases although challenges exist for some groups such as younger adults with particularly complex needs.
- Partnership working - NHS organisations in mutual improvement programmes such as Improving Lives and Mental Health Transformation, and with CV Life in developing activity programmes.
- Promoting independence - Our promoting independence approach focuses on supporting people at home using Occupational Therapy to support (top quartile performance.)
- Carers Information and Advice - Our provision of information and advice for carers is ranked upper middle quartile nationally indicating that people find it relatively easy to find information related to support for unpaid carers

Areas for development

- Improving the diversity of options to choose from in relation to how identified outcomes are delivered - We can source care and support for people quickly in the majority of cases. However, there can be an over-reliance on regulated provision due to an absence of apparent alternatives within the city to provide alternatives in meeting needs.

- Uncompleted work (with continued involvement) - We have open safeguarding cases, incomplete assessments and support plans (with continued involvement), DoLS authorisations, financial assessments, DFG applications and review performance 55.6% for 2023/24. We are transparent through Cabinet Member reporting and Scrutiny and have processes in place to manage risk.
- Supporting carers - Locally through our carers networks carers indicate satisfaction with how they are supported, the information they receive and that carers feel involved in decision making. However, surveys indicate that carers do not feel as well supported as we want them to be. To start to address this a revised Carer's Action Plan was produced in December 2023 setting out the steps we will take over the next two years to improve our support to carers.
- Supporting a diverse community - Equalities runs across all areas. With an increasingly diverse demographic our challenge is how we reach out to and communicate so people feel equipped and able to approach social care when they need to and are met with a culturally appropriate response. We have increasingly reached out to communities in 2022 and 2023 through community engagement sessions and have good examples of where our approach supports people from diverse communities but there is more work to be done.



Our approach to improvement

We are committed to continuous improvement and have recently delivered improvements across a number of areas including workforce, reviewing, resident voice, diversifying the social care market and use of technology.

For 2023/24 we have also seen improvement across thirteen ASCOF indicators, with three seeing no movement and three declining.

We have a clear and focussed improvement plan for 2024/25 covering eight priority areas of Adult Social Care.

Schedule of improvement delivery and action plans

Priority	Key aims of plan
Ensuring our workforce develops to meet the diverse and changing needs of the city	Ensure new entrants to the social care workforce are appropriately skilled, trained and supported, especially in the light of international recruitment Improved attendance, through supporting the wellbeing and resilience of the workforce Create development opportunities and improve succession planning in order to retain experience staff Improve the capacity of our workforce to respond to the diverse needs of our residents
Developing community based alternatives to regulated care and support	An improved menu of support options and improved ability for flexible support to be available in people's communities A reduction in the volume of regulated care and support required to meet peoples' care and support needs (increased use of Direct Payments will support this)
Improve our processes and joint decision making regarding the application of the Continuing Healthcare (CHC) framework	To have a robust approach to training and delivery of the CHC framework Oversight of the financial impact of CHC and joint funding on the Community purchasing budget Adherence to the disputes process
Unpaid carers and delivering our carers plan	Support for carers (right support at right time) to maintain them in their unpaid caring role Deliver actions within our Carers Action Plan by 31st March 2026. Use additional funding available through Accelerating Reform Fund to support the actions within the plan

Priority	Key aims of plan
Continually evolve our social work practice to ensure personalised care and support	<p>Consistency in standard of practice reflecting the commitments included in the Adult Social Care Offer and a strengths based approach to assessment, care and support planning</p> <p>Practitioner's consideration of alternatives to traditional care as standard, before packages of care are put in place – including thoroughly understanding what is important to the person and what they want to achieve</p> <p>Increased learning from experience, feedback and reviews – sharing best practice and improving knowledge</p>
Develop our ability to meet the diverse needs of the city	<p>Improved information and data and understanding of this to support provision of appropriate services to diverse groups</p> <p>To identify and remove any barriers to accessing services</p> <p>Ensure workforce have the skills and awareness required to support the diverse needs of Coventry residents</p>
Ensure our Direct Payment offer is appropriate to make it attractive to people with care and support needs and their unpaid carers	<p>Increase accessibility of information and advice offered to support take-up of Direct Payments</p> <p>Ensure staff are fully trained and confident in the promotion of Direct Payments</p> <p>Consider the availability of Personal Assistants and work with relevant partners to explore opportunities to support growth in supply</p>
Implement the revised social interventions approaches in mental health services	<p>Increase access to social interventions and develop community based approaches</p> <p>Ensure staff are supported to deliver social interventions and that training is available to them</p> <p>Develop equity in approaches to maximising independence</p>

Theme 1: How Local Authorities work with people

In this theme we describe our approaches to assessing needs, how we support people to live healthier lives and how we seek to understand people's experiences

Summary

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.

Promoting or maximising independence is at the core of our interventions. It is strengths based, therapy led and is well established and operates across all service areas and at all stages of the assessment process. The principles adopted are consistent, but delivery models differ to accommodate the different requirements of people requiring our support. The overall approach is supported by short term services which promote recovery and rehabilitation. Where ongoing care and support is required these services also use short term and promoting independence approaches to ensure this philosophy of care and support is consistent throughout our services.

Key strengths

1. Responsive when people come to us in crisis with promoting independence at the core of our approach
2. Working across the Council and with health partners, supporting people to live healthy lives
3. Engaging with the views of people, including the use of our real time survey and community engagement sessions

Areas for development

1. To further develop our promoting independence for people with mental health problems
2. To continue develop our workforce and support offer to meet the diverse range of needs in our communities
3. To ensure we are getting the most out of the DFG (Disabled Facilities Grant)

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 and Duty Teams		
The initial contact team gather more information about new referrals and the duty team support any incoming queries through Adult Social Care, for people that are in receipt of support.		
Short Term Support		
Local Integrated Teams		
Integrated teams with three geographical bases across the city working with older people and people with physical disabilities to develop their independence and daily living skills and develop 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.		
Community Discharge Team		
Based at University Hospital Coventry and Warwickshire, supporting people to be discharged. The team works across the 7 day week and with extended hours.		
Occupational Therapy and Equipment Services		
Providing a range of advice and support about equipment, adaptations and solutions to make every day tasks easier for you, this includes telecare equipment such as personal trigger alarms, movement detectors or medication dispensers as required.		
Long Term Support		
Mental Health		
Working with health colleagues at Coventry and Warwickshire Partnership NHS Trust as part of a S75 Agreement to support adults with mental ill health. The supports the Crisis Care pathways and community based services.		
Older People's Assessment and Case Management Team		
Work 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		
Support adults turning 18 (or over). They will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.		

Quality Statement One

Assessing needs: We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.

Assessing needs

Our objective is to support people to be independent and use the assessment and support planning process, where appropriate, to understand what they need to reach their maximum level of independence.

Our assessments start with our initial contact team which is occupational therapy led. This is a deliberate approach from the outset and throughout our promoting independence approach to assessment to consider issues presented from a wide perspective. Advice, guidance, information and assessment happens irrespective of financial circumstances and therefore our offer extends to those we will and those we won't financially support in the provision of their care.

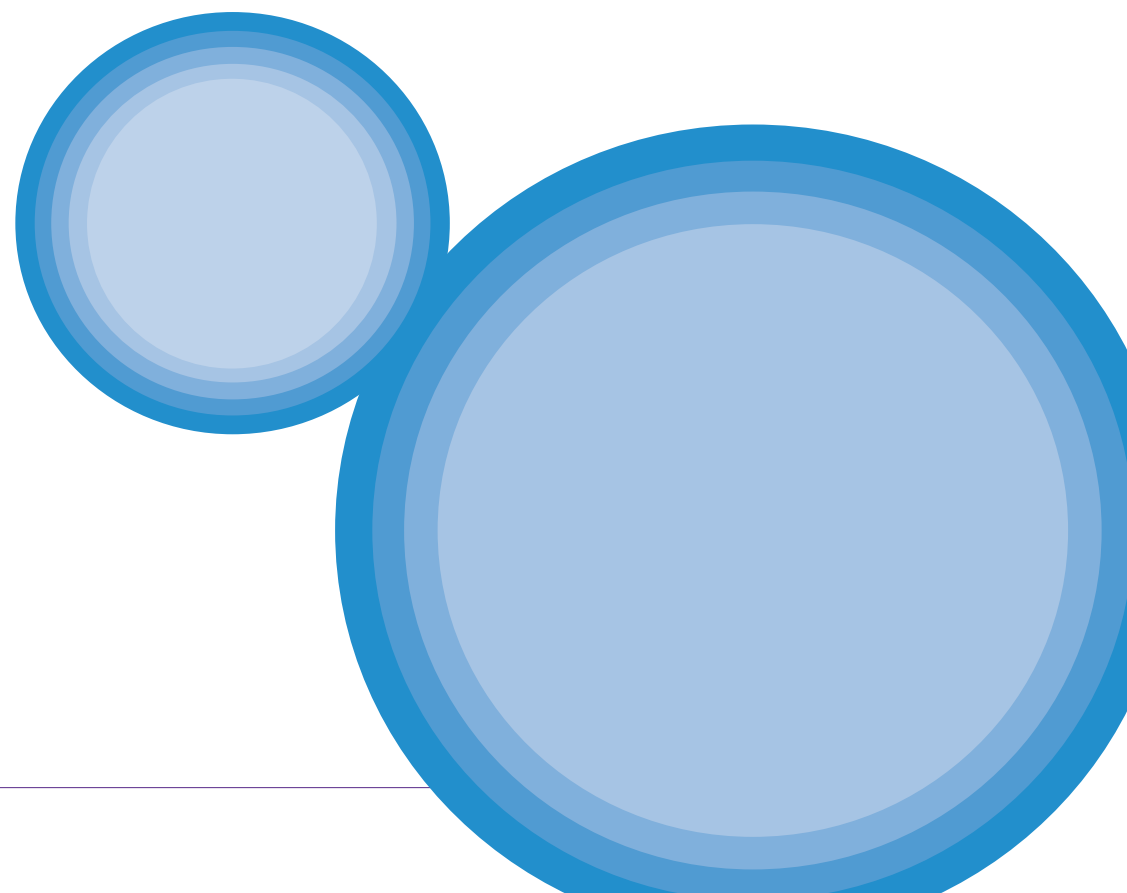
Dependant on the risk identified at this initial information gathering stage (which is where the assessment starts), appropriate interim care and support can be arranged temporarily while the strength and needs assessment (Care Act assessment) is completed. This is to ensure that people who need support are not left without the care and support they require whilst an assessment is completed. The effectiveness of interim care and support subsequently forms part of the assessment.

A significant number of people who contact us do not require assessment beyond the Initial Contact Team as we are able to resolve their support needs through information, guidance, advice or a low-level intervention, including aids and equipment.

In 2023/2024, 5% of contacts required further allocation to a social worker. 7% of contacts were allocated directly to Occupational Therapy or the Promoting Independence Team in 2023/24.

Our approach of often providing support while an assessment is being completed and assessing the effectiveness of that support as part of the assessment results in only 5% of those who make contact initially going on to receive long term support. Our 'support as part of assessment' approach does contribute to the relatively high proportion of people who do not need ongoing support following assessment which improved from 65.1% in 2021/22 to 75% in 22/23, to 76.7% in 23/24.

This way of working does result in a significant number of assessments being commenced but not completed at any one time. In 2023/24, assessments were completed with a median of 57 days and 8 days for a carers assessment. As at 31 March 2024 there were 403 people with an uncompleted assessment.



Improving our completion of assessments timescales is an important area for us, and one which we are on an improvement trajectory of 125 days completion in 2021/22 reducing to an average of 93 days in 2022/23 and further reducing to 67 days in 2023/24.

The presence of this number of uncompleted assessments does not mean that people are left without support as indicated above and our Market Sustainability and Improvement Fund (MSIF) return demonstrates a 16 day average timescale between initial contact and care being provided. Although skewed by shorter times to facilitate hospital discharge these measures combined do demonstrate that although people may be undergoing a live assessment (for in some cases) a number of months, people are not left without care and support if it is needed while an assessment is completed. In addition, we have contact assessment workers within our team who maintain contact with those awaiting the completion of assessment on a schedule of contact to understand if circumstances have changed and to reprioritise accordingly.

Care, support planning and reviews

We aim to co-produce assessments, care, and support plans with individuals and their informal carers. As part of the support planning process we discuss with people the part they wish to play in organising the support required, whether this is via Direct Payment or City Council arranged support or a combination of both. Wherever appropriate family members and unpaid carers are engaged in this process.

Support is co-ordinated across different agencies and service and therefore decisions and outcomes are transparent.

Our priority for reviews is ensuring that all people in receipt of ongoing care and support do not have an interval of more than two years between reviews. During 2023/24 we completed 55.6% of reviews for everyone who had been open for over 12 months. We approach reviews as opportunity to stimulate change through understanding what would be required to reduce the reliance on statutory services for any individual although the

opportunity for change has been limited. However, our learning from reviews is informing how we need to develop alternatives to regulated care and support to create more options for people to choose from.

Aside from the review performance we have additional assurance of our oversight of peoples care and support, and that this is changing in response to care and support needs, through Deprivation of Liberty Safeguards (DoLS) approaches. As at December 2023, 1300 people had a minor service change in response to a request from them and/or their carers and families.

Hospital discharge

We also have a social work team based at University Hospital Coventry and Warwickshire, operating seven days a week and working alongside ward staff and the hospitals discharge team. The team has assessment processes in place to support discharge from acute hospitals, whether physical or mental health. Contact assessment activity takes place within the hospital setting to enable patients/residents to be directed to the right level of support on discharge. Our normal service principles of reablement and the use of short-term provision are embedded within this multi-agency model so that the strengths and needs assessment takes place following therapy intervention and recovery. In limited cases we do organise long term care, but these are limited in number (5.1% in the 2023/24 financial year).

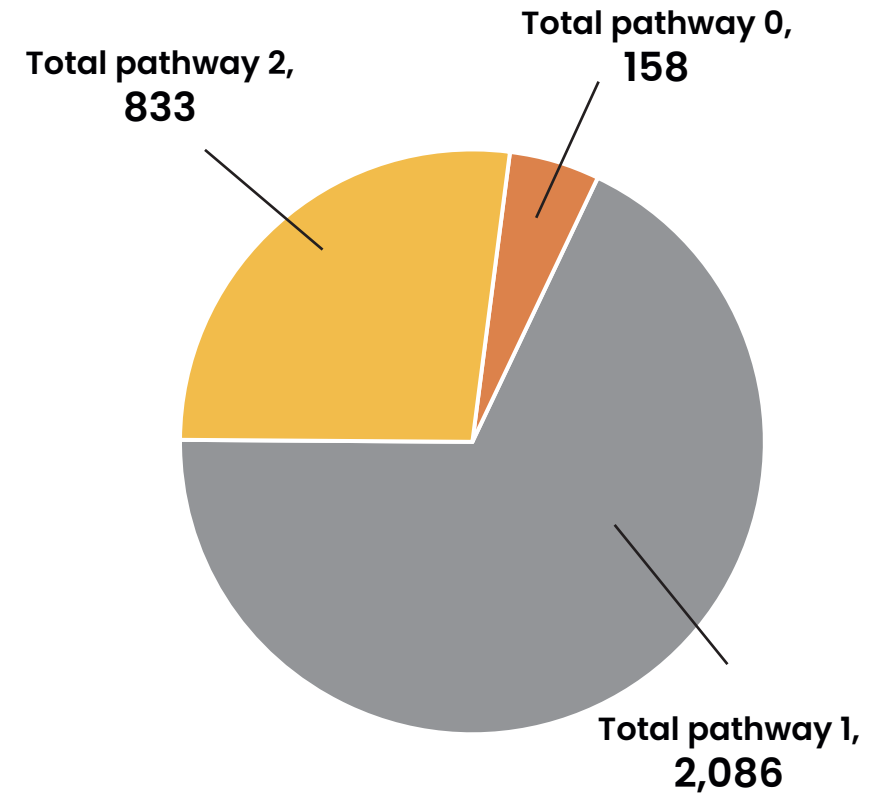
Carer's assessment

The latest census data highlights that 27,083 people in the city identify themselves as being a carer. We had 1,340 carer contacts in 2022/23 and 1,479 contacts in 2023/24.

Carers are offered an assessment of their needs when a case is allocated, with a choice around how they would like their needs to be assessed either jointly or as a separate carers assessment. On-going training around meeting carer's needs is in place to encourage thorough assessment of carers needs.

We work in partnership with Carers Trust Heart of England who complete carers assessments and young carers needs assessments on behalf of the local authority for carers who are not in receipt of support from Adult Social Care. The partnership with the Carers Trust Heart of England works well as the service proactively identifies carers who require an assessment through targeted work such as working with primary care, the hospital, employers, food hubs and often meet needs through their existing services and support mechanisms. The service is also able to provide and administer Direct Payments to carers. This means a much wider reach and remit and carers have their needs assessed, sometimes at a much earlier stage in their caring journey. Often conversations can be pre-emptive, helping carers plan for the long-term such as considerations around power of attorney,

Discharges for 2023/2024



3,077

people were supported in discharge to leave hospital in 2023/24

Using technology to support practice

Practice is supported wherever possible and appropriate by the use of technology. Included in the range of digital options available are: a mobile dictation tool which some practitioners choose to utilise to support with case recording, the Widgit tool used to support communication, a digital learning hub and learning alerts, and an on line Direct Work toolkit holding a range of tools to support practice.

Charging for care and support

The completion of financial assessments is supported by the use of the BetterCare online tool allowing individuals to self-serve their social care financial assessment. This offers choice for the individual of completing an online financial assessment at their own convenience.

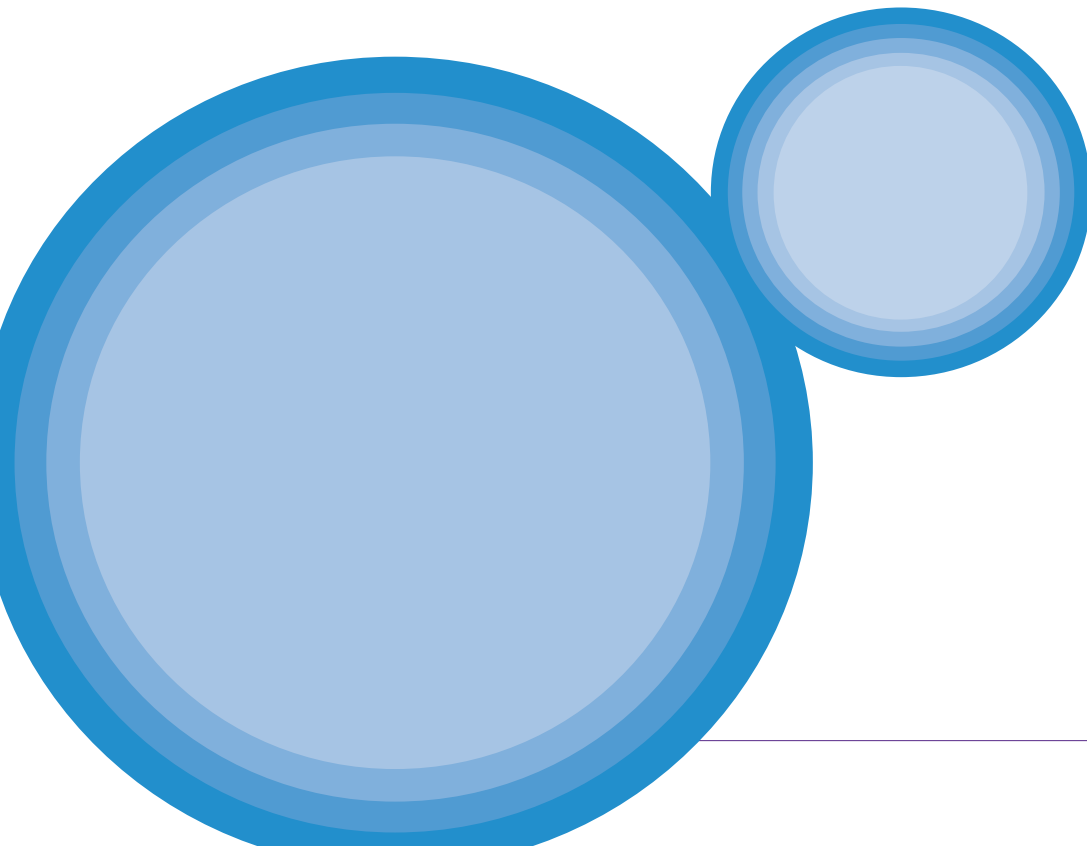
Support to self-funders

The Council has a number of ways in which it supports self-funders with social care needs. We provide assessments for self-funders, our short-term service does not require a contribution and the support provided by the voluntary sector does not discriminate on whether a person is a self-funder or not. Support is available for older people provided by Age UK, Alzheimer's Society and Good Neighbours (befriending) as well as specialist support for a number of specific groups e.g. family carers through Carers Trust Heart of England and people with sensory impairment (e.g. Earlsdon Centre for the Blind/Birmingham Institute for the Deaf.)

Providers within our social care market generally provide support to a combination of local authority and self-funded individuals. Whilst our quality assurance approach (as detailed in our Quality Assurance Framework) covers commissioned providers only, support is to both commissioned and non-commissioned providers through information available on our website, for example our Provider Support Pack. In event of a safeguarding concern with a non-commissioned provider, checks and quality support would be undertaken in line with the specific requirements of the safeguarding concern.

Our website also supplies a wealth of information about the range of support services available including mainstream services (e.g. care homes, home support, day services etc.) and a range of community and preventative support available in the city detailed in our Community Directory. Regular engagement events held within the community also welcome and provide information for self-funders.

Where people are a self-funder but have 'depleted funds' we undertake an assessment and discuss support options where the local authority is required to pay for the support. We do not move people to other services as routine where funds are depleted but do take cost effectiveness into account.



Strength-based practice – our approach to social work

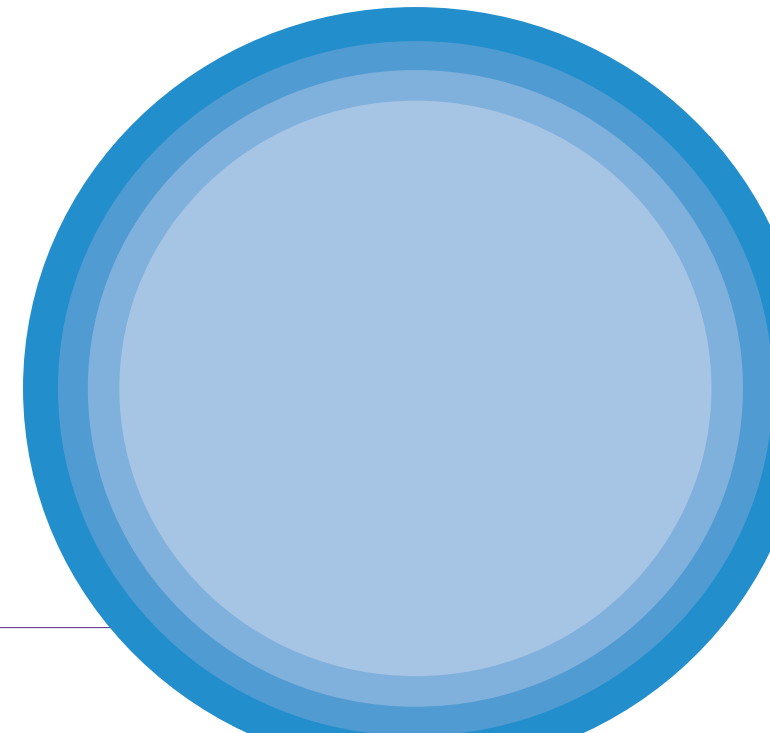
Our approach to social work is one of strength based practice where we start from the point of what people can achieve using their own assets, abilities and resources. The practice framework we have in place through our 'People at the Heart of Practice' framework is a continued journey to strength-based working provide some context to how we work with people to support them to live the lives they want.

This strength-based approach is supported by a range of tools and techniques;

- Access to training in strength-based approaches and outcome focused support planning and review to embed understanding and application of strength-based practice.
- Motivational interviewing techniques to develop a focus on strength-based conversations, so people can tell their story in their own words, through the use of open questions, to encourage reflection.
- Complex Case and Risk Enablement Panels that support practitioners working with risk through providing challenge, advice, recommendations, and validation when faced with significant risk in order to take a positive approach.
- Making Safeguarding Personal (MSP) with a key set of tools and resources to use in working with people at risk of abuse so that they achieve the outcomes they identify.
- Direct work toolkits, communication tools and access to specialists e.g. Visual and Hearing Impairment Team and Deafblind Assessors

These tools are complemented by a focus on practice conditions, including a monitoring of caseloads, a focus on practice quality assurance, effective supervision and support, developing peer, group and reflective supervisions, a refreshed and continually reviewed learning and development offer with an emphasis on current practice issues, providing access to learning and knowledge resources such as Community Care Inform, Care Knowledge and Social Work Connect.

We have dedicated practitioner roles supporting practice education and newly qualified social workers. Established practice forums and organisational health check arrangements are in place. The use of practice quality assurance frameworks ensures we remain focused on practice quality. Professional autonomy is supported through 'self-authorization' and the ability for trusted practitioners to close their own assessments. There is active engagement with Universities through the West Midlands Social Work Teaching Partnerships (of which Coventry is lead authority) and involvement in fast-track Social Work schemes. For seven years we have held an annual practice week with children's services in which we welcome a range of leading academics and speakers to Coventry to share their expertise. Coventry is committed to pre and post qualifying development, including the use of degree level apprenticeship schemes for social work and occupational therapy. As a result of this five people have achieved a social work degree and 8 people are currently undertaking or due to undertake the social work apprenticeship. For the Occupational Therapy apprenticeship 1 person has completed this year and another two are undertaking the degree.



Practice Quality Assurance

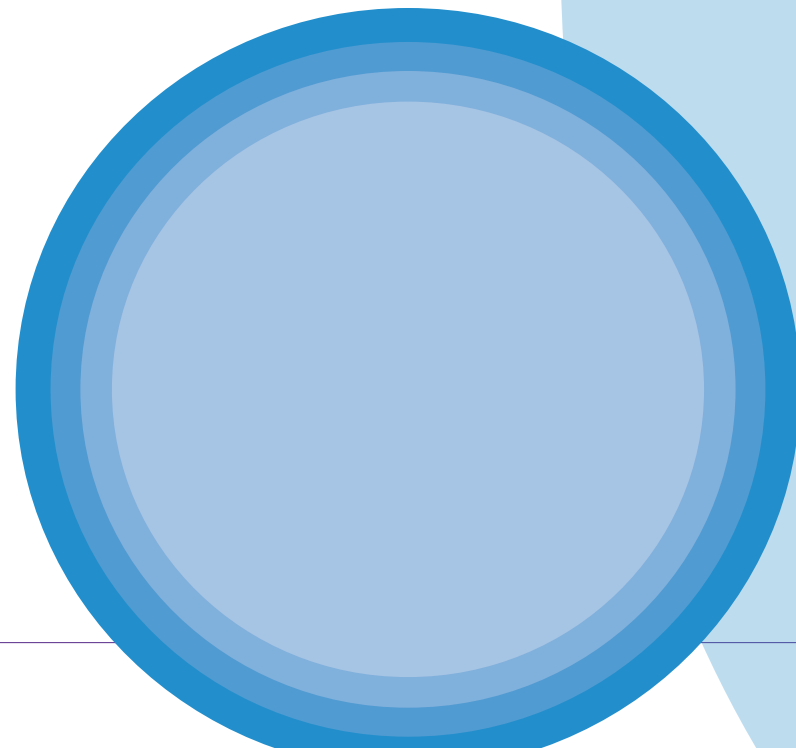
In assessing needs it is also important to understand the quality of the assessment work completed. This enables us to devise strategies to improve our social care practice and understand how the work we have done on social work frameworks and strength-based working is translating into on the ground interactions.

To undertake this, we have a Practice Quality Assurance framework in place. In 2023/24 across our teams the completion across the different elements of Practice Audits, Observations and Supervision Audits took place. Our Practice Quality Assurance Framework provides an opportunity to provide direct feedback to staff on their work, address any areas of development but also any organisational trends or training needs for example leading to the commissioning of additional training linked to strength based practice and 'seeing' the person in our assessments.

Our Practice Quality Assurance framework also supports professional autonomy through 'self-authorization' and 'closing own assessments' approaches where qualified workers can self-authorise, signing off their own documentation and close records without being required to seek managerial approval (excludes support planning and safeguarding elements).

Part of the role of the management team within Adult Social Care is to undertake quarterly case audits and make contact with people who have received support from Adult Social Care. This provides a direct line of sight and a line of contact between the management team and users and carers and creates first hand visibility and awareness of peoples care and support experiences and outcomes. This supplements the case file audit work undertaken by team leaders and feedback from people via the real time experience survey.

We also engage with and support a long-standing approach to West Midlands regional 'Practice Reviews'. These Practice Reviews concentrate on adult social care practice and involve two Principal Social Workers from other authorities and the Principal Social Worker from the host authority. They are supported by the Associate Consultant from West Midlands ADASS and involve; case file auditing, discussions with staff, managers and people receiving support resulting in feedback on strengths and recommendations for practice.



Quality Statement Two

Supporting people to lead healthier lives: We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce future needs for care and support.

As a Marmot City, we particularly appreciate the impact of inequalities on life expectancy and good health.

Deprivation issues are at the core of our approach to improving outcomes and tackling inequalities. The Council has a long history of working to identify and addressing issues early with active partnership and collaboration being at the heart of our One Coventry approach.

Prevention and supporting people to live healthier lives

Our specific responsibilities for preventing and delaying social care needs are underpinned by our Promoting Independence approach which promotes recovery and rehabilitation, through e.g. the provision of equipment and adaptations and travel training which can have a transformational effect on the lives of adults with learning disabilities.

Our voluntary sector plays a significant role in preventing and delaying the onset of social care needs. A range of services are secured through the use of the Preventative Support Grants made to the voluntary sector and other partner organisations such as Sky Blues in the Community, Coventry Moves CV Life, the Dementia Hub (a collaboration of a number of agencies) and the POD which specialises in support to those with mental illness.

Examples of the numbers of people supported through these programmes include:

Page 89 Good neighbours - delivers a 1:1 befriending service, support and social groups since 2016 and has supported over 2000 people in that time in addition to recruiting over 1000 volunteers. The organisation produces Activity Guides which are used by other agencies and reach many more Coventry citizens through that route.

- Age UK Coventry and Warwickshire is the go-to place for many older people in the city who benefit from the support given to help them to continue living independently in their own homes. Age UK Coventry and Warwickshire responds to approximately 4000 referrals per annum.
- Help and Connect is for people living in Coventry over the age of 18 with a learning disability and or autism who do not receive support from or via Coventry's Adult Social Care services. The service supports with staying healthy and improving health, staying safe and developing the skills needed to live safely and independently, getting into work, training or education, and building networks of support in community through recreation, belonging and friendship. Help and Connect supports approximately 120 people.
- Sensory support through our Visual and Sensory Impairment Team which completed 476 assessments in 2023/24.
- Dementia support including peer support for people living with dementia and peer support for carers of people living with dementia serves approximately 400 people per annum. The Coventry Partnership Dementia Hub created in 2023 is at the heart of the dementia support offer.
- Mental Health Drop in Centres, Community Support and Wellbeing Courses offered by Coventry and Warwickshire MIND supports approximately 1500 people per annum.
- Carers Trust Heart of England – The Carers Trust Heart of England work with over 2000 people providing unpaid care per year. Supporting carers in a range of ways such as training, peer support, activities, information and advice. The service is a one-stop shop for people with caring responsibilities, identifying the need for assessments and more specific support such as counselling and therapies. The service also work extensively to promote carer identification across the city working with partners, such as GPs, Mental Health Trusts, Employers and Hospitals to raise awareness of carer related needs.

Reablement

Our reablement and promoting independence offer is at the core of our delivery of Adult Social Care. Most new people accessing our services (whether via the community or hospital discharge) follow our reablement offer ensuring that everybody can fulfil their potential and reduce the need for formal care and support. We have a joint working model between Occupational Therapists, Social Workers and short term home support providers, taking a multi-disciplinary approach throughout. Our therapy led initial assessment ensure functional strengths and abilities are built upon and appropriate goals are set. With specific objectives set by therapy staff, the short-term home care providers are able to deliver support with a reablement focus to work with people to build confidence, stamina, strengths and general functional abilities in relation to self-care. The multi-disciplinary team works together to provide outcome focused solutions often signposting to community assets and voluntary organisations. If the multi-disciplinary team agrees a person has long term needs a Social Worker will then complete a Care Act assessment. This approach is also taken within Case Management and for those people with existing services in place.

Aids, equipment and adaptations

Within our Therapy offer we have a joint approach to equipment that is delivered within a partnership with the Integrated Care Board (ICB). We also have an integrated approach to the Disabled Facilities Grant (DFG) with the Housing Improvement Team integrated with the Occupational Therapy Team.

By having OTs engaged in working with people from the initial contact stage we can organise low level equipment more readily and utilise resources available in the city to provide the support needed as quickly as possible.

We recognise that people may wait longer than we would like for some adaptations. Following a review we are implementing an improvement plan including changing our approach to delivery by organising ourselves differently and revising our standard specifications.

All lift and hoist installations are delivered through a separate process and funded from the DFG allocation. The delivery of these adaptations offer a good service to residents and installations are timely. The scheme is very cost effective as it effectively recycles lifts and hoists of all types.

Direct payments

Arrangements for offering a Direct Payment are in line with the Care Act 2014 and Statutory Guidance. Our Direct Payment policy is available on the Council Direct Payments web page. Two new Direct Payment videos to promote the uptake of Direct Payment have been produced which are also available to view on the Council direct payment web page.

A range of Direct Payment literature is available too including translated formats into Punjabi, Gujarati, Urdu and Arabic. 795 people received a Direct Payment in 2023/24 from which a disproportionately higher number were from ethnically diverse communities.

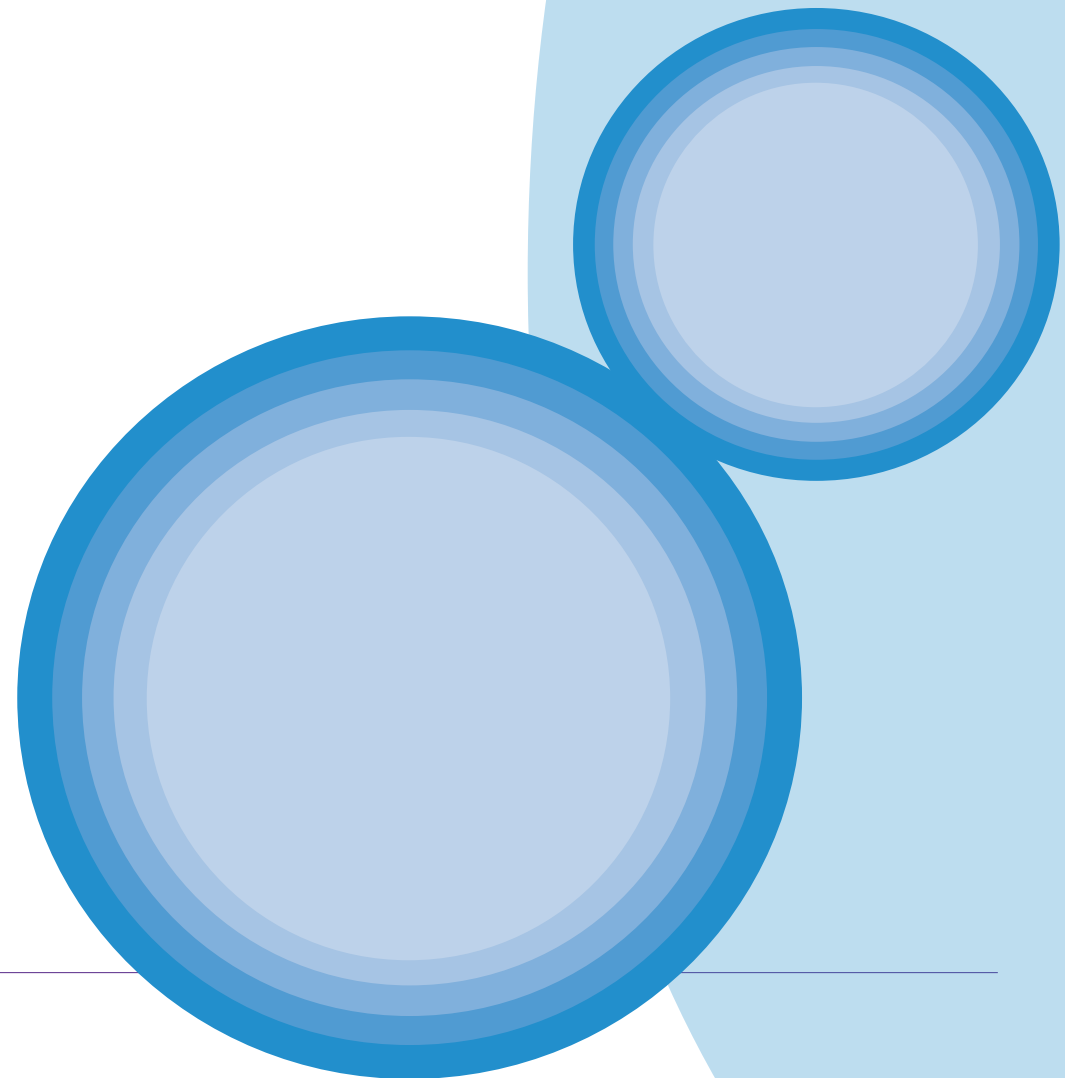
Direct Payments are set up via a Prepaid Card, a Managed Account with a third-party organisation (Penderels Trust or SOLO) or as an Individual Service Fund (ISF). Auditing and Monitoring takes place by the Independent Living Team. In 2024 we developed a new survey for Direct Payments recipients or their representatives to seek feedback on their experiences and ask if people wanted to get involved in shaping our approach to Direct Payments.

Information and advice

The provision of advice and guidance to support prevention is a key part of our offer. As well as commissioned support through the voluntary and third sector and City Council provided information and advice, we also undertake engagement events at various locations within the city in order to engage directly with communities. The events, held in conjunction with the voluntary sector, help raise awareness of Adult Social Care and other support services available and can focus on key issues such as support with the cost of living. These events are particularly useful for communities who may not know how and when to contact the City Council, or partner organisations for support. The number of people who have been signposted to other services as a result of our information and advice offer was 3,274 in 2022/23.

Resolving the issue that someone presents with at source, through our information and advice offer results in approximately 41% of contacts being resolved without the need for further input in 2023/24.

Our information and advice offer is not just at first contact as a 'single event' it is offered throughout the customer journey. Often, as someone starts to understand more about their needs and the support available the need for appropriate information and advice increases. We have a range of information available including the website, leaflets and our Adult Social Care Offer that support people to understand what we can offer as a council and in Adult Social Care and what else may be available in the city to assist.



Quality Statement Three

Equity in experiences and outcomes: We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.

The Joint Strategic Needs Assessment (JSNA) provides overall population information which enables us to understand the overall changes in population. Beyond this, we have an understanding of the barriers experienced to care and support based on feedback from people from different backgrounds who require support from Adult Social Care. We are improving our understanding of how different minorities make contact with Adult Social Care and how they are supported when compared to the population of the city as a whole.

Diversity, inclusion and addressing barriers

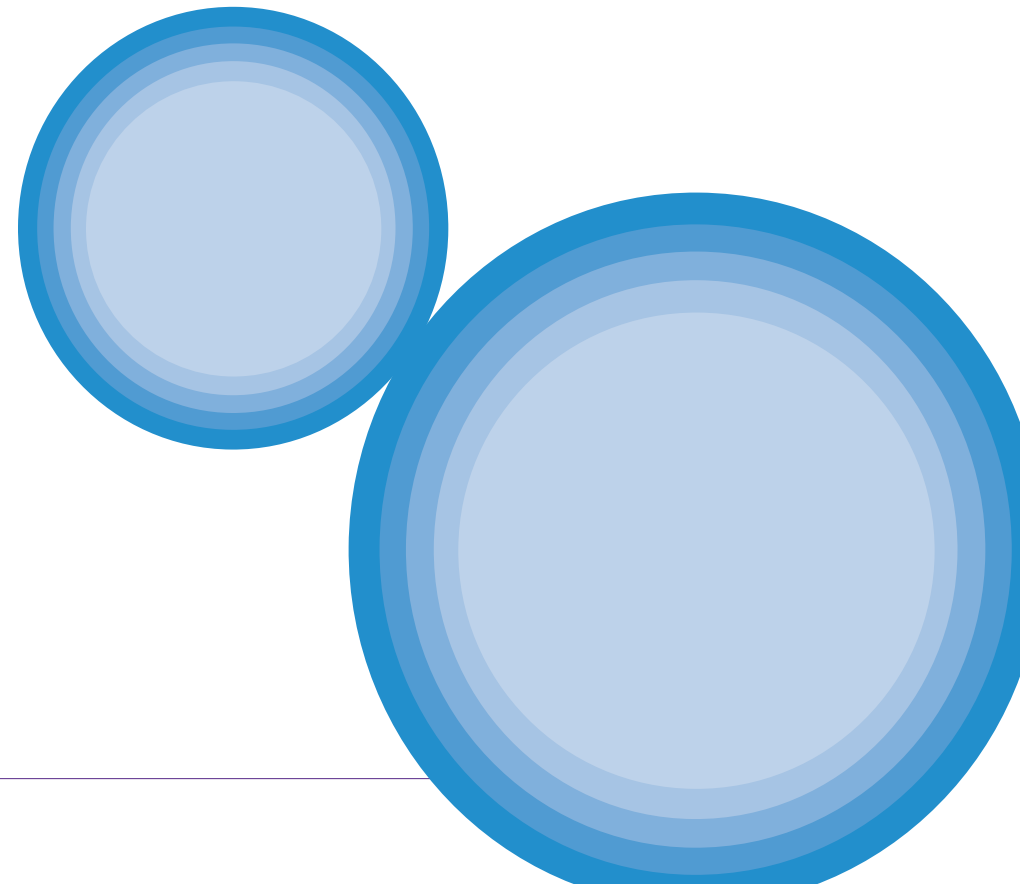
We know that a disproportionately low number of people from ethnic minorities make contact with and receive support from Adult Social Care. In order to improve this position, we have access to a live demographic performance dashboard, using this information combined with our knowledge of languages used in the city we have produced safeguarding information and advice in Arabic as a language spoken and understood in written form by a significant number of our residents.

In terms of service provision our ethnic profile of people accessing Direct payments shows over representation from ethnic groups when compared to the city population, this indicates to us that Direct Payments are a more attractive option for minority groups and to aid awareness of direct payments as an option our Direct Payment information has been translated into Punjabi, Gujarati, Urdu and Arabic.

Recognising the barriers to access as a result of sensory impairment we are training and developing our deafblind assessors on how we meet the needs of deafblind people and assist with their communication needs. We

have a visual and hearing impairment service that supports the rehabilitation of adults including those who are deaf/blind working alongside specialist assessors that enable care act assessment and support planning to take place.

A Communicator Guide service is available to support deafblind or dual sensory impaired individuals of all ages within the city. This service enables Deafblind people to have a fully qualified Communicator-guide who can provide effective communication, safe guiding and essential support to allow deafblind people to actively take part in everyday activities, such as accessing information, going shopping, attending social/educational activities in the community with control and choice. The service is provided by Deafblind Enablement (DBE) who have an established presence in the city.



In order to further address the barriers to accessing care and support the following are also in place:

- Our 'Involvement, Engagement and Co-production Approach' Our Approach explains our commitment to involving the residents of Coventry in the development of services across Adult Social Care. This approach was co-produced with our Adult Social Stakeholder Group and is supported by a reimbursement policy for fees and expenses for persons with lived experience.
- A Vulnerable Persons Group within our Housing Service which was implemented to specifically focus on support solutions for people known to our housing and homelessness services who frequently access health and care services.
- The SICol (Social Interventions Collective) service seeks to redress the inequalities that exist for those experiencing enduring mental illness and has enabled people to get back to work, secure housing and live productive lives in their communities.
- Mental Health practitioners have been embedded into the City Council's migration services as asylum seekers/refugees are 5 times more likely to experience mental ill health. A number of service developments have been designed to address the deprivation and inequalities within the city and we have a real time dashboard that shows us who is accessing the service.
- A service is in place to support adults with learning disability to increase their skills in daily living and to offer support that enables them to access local communities via our Jenner8 Service.
- Faith Partnership Forum – a group that consists of faith leaders and designed to support people of different faiths and enhance community outreach of diverse communities.

The Pod, our joint health and social care offer to adults in the city, operates a food union, time union and social brokerage that reduces the need for statutory intervention.

Interpretation and translation

Coventry Interpretation and Translation Unit (CITU) provide interpretation and translation services in more than 62 languages. In 2023/24 they undertook 733 interpreting sessions.

If someone has a speech impairment is deaf or hard of hearing, they can contact Adult Social Care using Next Generation Text (also known as Text Relay and TypeTalk)

Use of advocacy

Advocacy support is critical to enable people to have a voice, to have their rights represented and their opinions heard and to represent this within our processes. We have a local advocacy service that offers range of advocacy approaches:

- Care Act Advocates- supporting people to be an active part of the assessment and support planning process and/or in safeguarding matters.
- Independent Mental Capacity Advocates- supporting those where decision making is impaired.
- Independent Mental Health Advocates (IMHA) to support those detained or subject to the provisions of the Mental Health Act.
- Independent Domestic Violence Advocate (IDVA) helping to assess risk or discuss protective measures and plans.
- Independent Sexual Violence Advocate (ISVA) working closely with those subjected to rape or sexual assault.
- From 1 January 2024 to the 30 June 2024 there were a total of 876 advocacy referrals resulting in 713 cases supporting 560 separate individuals (some people required more than one period of advocacy in 2024).

Workforce development

Ensuring we are able to meet the diverse needs of communities is supported by developing a workforce that is skilled in its ability to effectively interact with and support the diverse communities of the city. The Council is committed to becoming a diverse and inclusive organisation. We have introduced positive action leadership programmes such as Ignite for minority and ethnic employees, Calibre for those with a disability and Amplify for those who identify as LGBTQ+. These are underpinned by a Workforce Diversity and Inclusion Strategy, Values and Behaviours frameworks which will continue to embed this commitment in our everyday work.

To underpin our commitment to equality we have also:

- become an early adopter of the Race Equality Code,
- signed the Halo Code
- created a Workforce Menopause Pledge
- signed the Race at Work Charter
- are a Disability Confident Leader (Level 3) employer
- are a member of the ENEI (Employers Network for Equality and Inclusion)
- have initiated new employee networks
- have created a Diversity and Inclusion Board to drive further and continuous change.

In addition to the above there is ongoing learning and development activity including anti-racism training in social care teams and additional training in relation to 'social graces' (key features that influence personal and social identity), Older LGBTQ+ people and religion, belief and spirituality.

Our involvement in the Social Care Workforce Race Equality Standard (SC-WRES) and improvement programme with Skills for Care will also enable us to improve our demonstration of progress and evidence of race equality for our workforce.

This work is vital, to not only create a fairer organisation, but to make greater demonstrable progress towards our goal of having a workforce that reflects the people we serve and make us a more accessible and approachable Council for all.

We are also proud as a council to have recently been awarded Disability Confident Leader (Level 3) status, this means we:

- commit to recruiting and retaining disabled people and ensuring this is reflected in job adverts at all levels/grades
- provide a fully inclusive and accessible recruitment process
- ensure other opportunities that might lead to employment, such as apprenticeships, are available to disabled people
- use our Disability Confident badge in job adverts to ensure applicants know we are an inclusive employer
- offer an interview to disabled people who meet the minimum criteria for the job
- are flexible when assessing people so disabled applicants have the best opportunity to demonstrate that they can do the job
- proactively offer and make reasonable adjustments
- encourage suppliers and partner firms to be Disability Confident
- ensure employees have appropriate disability equality awareness training
- provide an environment that is inclusive and accessible for staff, clients and customers
- support employees to manage their disabilities or health conditions
- value and listen to feedback from disabled staff
- record and report on disability, mental health and wellbeing in the workplace.

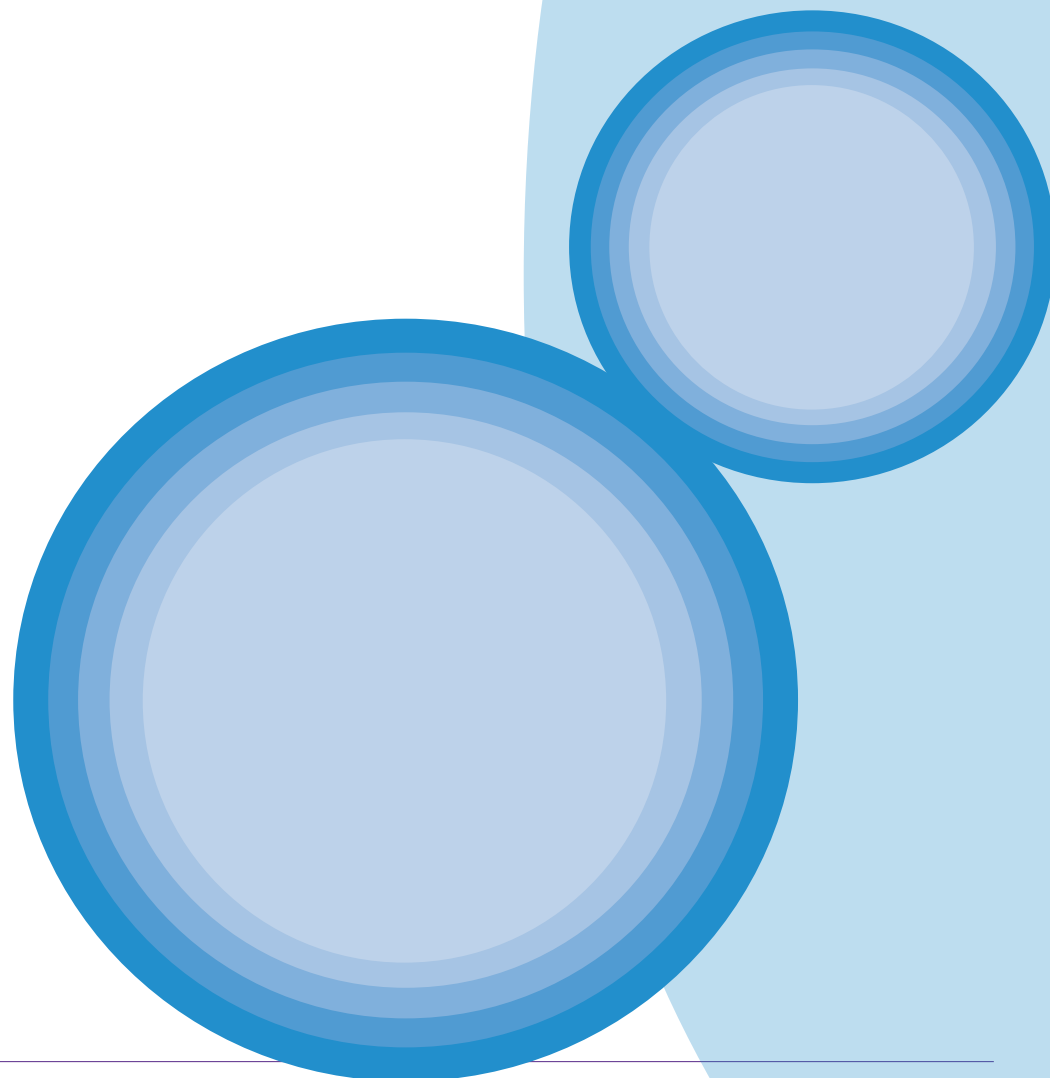
Engaging with the views of people

We actively involve people who have experienced inequalities to participate in decision making and governance, examples of this include our learning disabilities and autism partnership board which are co-chaired by a board member with lived experience.

Some of the other mechanisms we have in place to gather feedback and stimulate improvements include:

- The Real time experience survey - in order to receive ongoing feedback, changes and not solely rely on annual survey results we have introduced a Real Time Experience survey to be shared at the point of service being provided. The feedback received is monitored on a quarterly basis. People can also request to receive our Adult Social Care or Carers Bulletins (1,330 and 3,800 people subscribe retrospectively as of 9 May 2024).
- Senior Manager Quality Audits – members of the Adult Social Care Management Team complete quarterly audits of casework, incorporating conversations with people accessing our services and/or family carers. The feedback received is shared with operational teams to support service improvement.
- Complaints and Compliments – we review complaints regularly and provide an annual report to Cabinet on the numbers of complaints and compliments, key themes and learning required including compliance with action plans and any Ombudsman enquiries received and responded to. We value compliments as a means of learning from things that have gone right within our services.
- The Adult Social Care Stakeholder Group – the group is well established and meets regularly. Led by the Principal Social Worker and co-chaired by a group member with lived experience it comprises people who access our services, informal carers and representatives from partner agencies including the voluntary sector.

- Regular engagement and information events held within community settings to enable Adult Social Care and associated groups and services to hear first hand from people with regard to their experiences of our services, requirements and how well we provide information.



Theme 2: How Local Authorities provide support

In this theme we describe our approaches to providing support, developing the adult social care market and how partnership working helps us to ensure we meet the diverse needs of people and communities.

Summary

How we provide support is aligned to our Promoting Independence approach. We have a resilient home support market to support people to remain at home, and we offer supported housing and Housing with Care schemes that enable people to retain as much independence as possible alongside residential and nursing care for those with higher levels of need.

We are proud of how we work with the market, how we have supported the market on key issues of recruitment and retention and when the standard of service is not as we would expect we work as a joint team with integrated Care Board (ICB) nurses to support providers to improve. Despite these efforts we do not have as many providers rated as good or outstanding as our comparators although when issues are identified through CQC inspections of care providers we work with the provider in question to ensure that remedial action is taken promptly so in reality it is likely that we have more providers operating at the level of good that CQC data would suggest.

We are also able to source care and support for the majority people within short timescales. Timescales can be longer where there are unique requirements associated with an individual, but these cases are very much the minority.

We recognise that there is more to be done in relation to developing the market beyond regulated social care provision and we are working with our colleagues across the City Council to deliver the aspirations of the One Coventry plan in ways that are more localised and community focussed and in doing so are realistic on the extent to which complex care needs can be met through community led solutions.

Key strengths

1. Our social care market is able to respond to the majority of needs for care and support in a timely manner.
2. A joined up approach to quality management with the Integrated Care Board (ICB) including care home nurses supporting the market to develop and improve.
3. Our engagement with the provider market and support to the whole Adult Social Care workforce.
4. Partnership based large scale improvement programmes – including Mental Health Transformation, Coventry Partnership Dementia Hub and Improving Lives.

Areas for development

1. Work on ensuring greater diversity in provision to support the development of alternatives to regulated care and support.

Quality Statement Four

We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.

Our approach to commissioning

The JSNA provides key information to help us understand population needs within the city and the demands that a changing population will have on Social Care in the years to come. Although we do not rely solely on the JSNA, through its use, we are clear that there is a growing number of people with complex needs in the city and as such our market planning and commissioning is geared towards ensuring sufficiency of provision and reduced reliance on out of city services.

Examples of how our commissioning approach is responding to the growth in demand for complex services include:

- The development of a supported living services - 15 self-contained one bedrooomed apartments opened in May 2022. A further 19 self-contained apartments opened in September 2023 which included adaptations for people with physical disabilities including wheelchair access to the first floor. The provision will enable a number of adults with learning disabilities, autism, dual diagnosis, mental health needs and physical disabilities to have a flat each.
- Working with a provider to develop a hybrid residential/ supported living mental health model to provide better opportunities for recovery and independence for people requiring residential care (26 new places have been provided via small developments since 2021).
- Conversion of a standard residential home to an eating disorders specialist provision after identification of a need for this type of support across the ICS.
- The commissioning of 55 more supported living places between 2022 and 2024 with a focus on those providers capable of managing very complex needs and risks.
- Providing a specialist training programme to upskill supported living providers to meet more complex needs confidently.
- Supporting a provider to fund and develop their own move on accommodation when a need for mainstream accommodation with a little support, (not through Adult Social Care) especially for people from ethnic minority communities, was identified.
- Commissioning 2 short term dementia specific Housing with Care places to support discharges from hospital, with the aim of supporting people to live as independent lives as possible in the community and avoid residential care home admissions.

The Coventry social care market

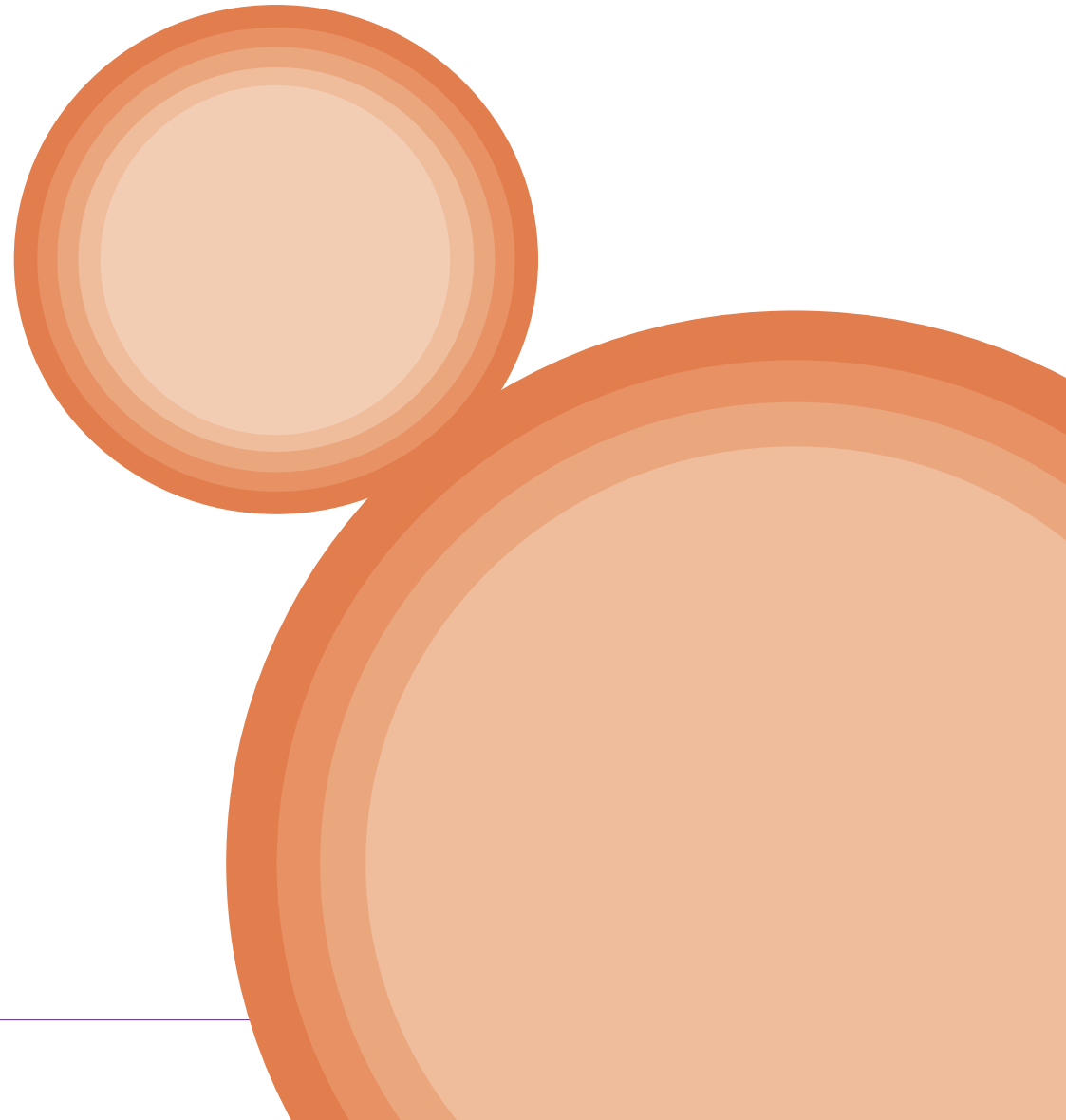
Within Coventry, registered social care providers make up the majority of the social care market. As our support model is geared towards supporting people to be as independent as possible our market development activity has been focussed on the provision of enabling/re-abling home support services, ongoing home support for people who require it and housing with care and/or supported living.

We are working with the wider market to diversity the range of options to choose from and have the following initiatives in place to underpin this:

- 'Shared Lives' recruitment – using the Accelerated Reform Fund to increase our capacity within the 'Shared Lives' provision.
- Voluntary Sector enhancement – one of our key voluntary sector partners (Grapevine) deliver a 'Help and Connect' service for people with Learning Disabilities who are not in receipt of social care and support services. 'Help and Connect' is developing a pilot to work alongside our Promoting Independence service to actively engage with people with Learning Disabilities identify and establish community support alternatives.
- The 'One Coventry' programme – the City Council's 'One Coventry' transformation programme is aimed at supporting people through community infrastructure as well as, alongside, or instead of cor services.
- The promotion of community support options - community alternatives are promoted via our information directory which aims to support people's wellbeing, increase support networks and reduce the risk of isolation and loneliness.

Through our commissioning team we raise the profile of the voluntary sector and how the support offered can play a role in helping people to achieve their desired outcomes. In 2023 we held two Voluntary Community and Social Enterprise (VCSE) events which had attendance from 150 health and social care professionals with a further event held in June 2024 which

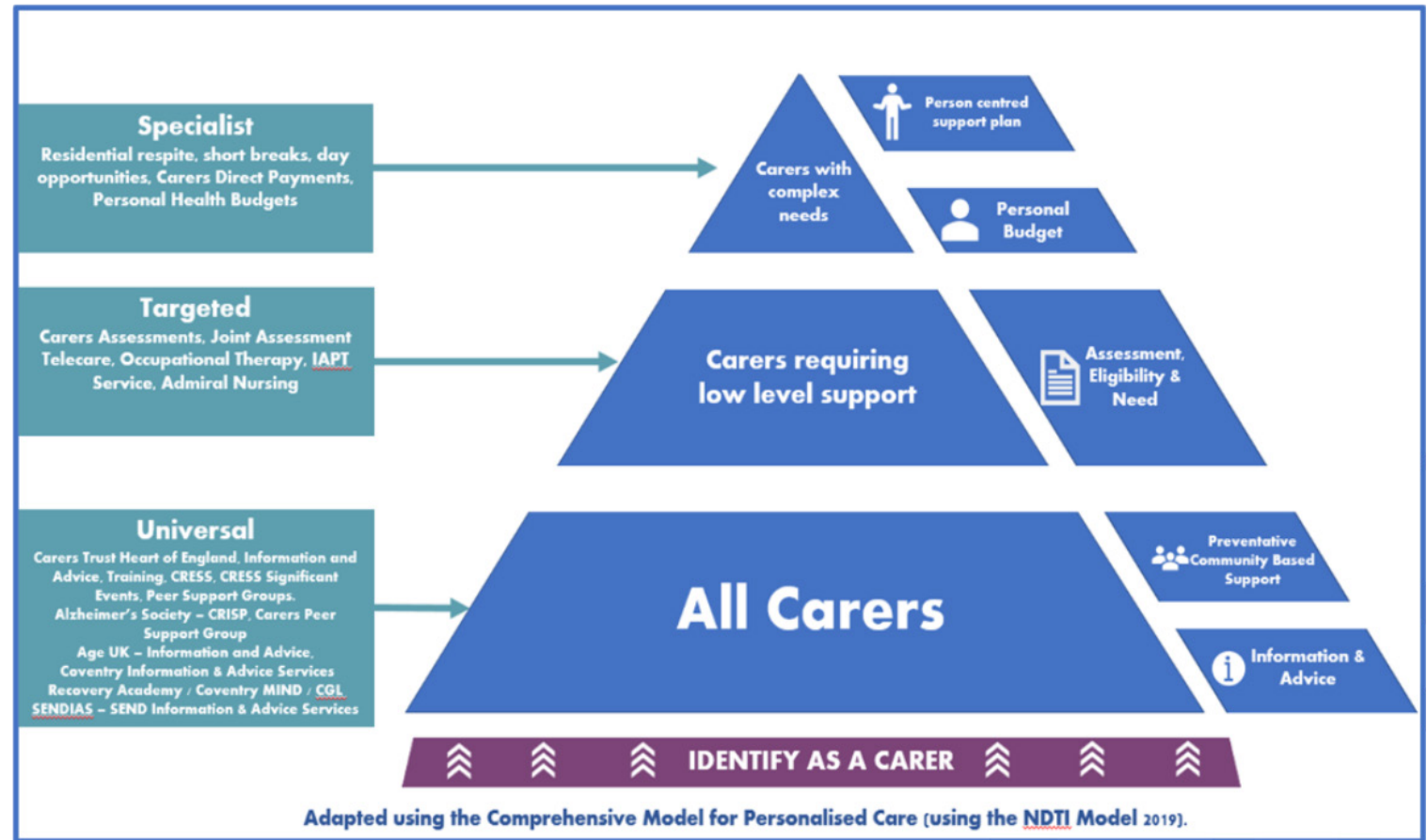
was attended by over 100 practitioners. The events facilitated opportunities for workers and VCSE organisations to network and discuss opportunities for partnership working moving forwards. Building on the success of these events which have received positive feedback from attendees a further event is scheduled for December 2024.



Our services and support to carers

The requirements for carers to continue and be sustainable in their caring role can vary widely. In recognition of this there is a range of support available. We work in close partnership with the Carers Trust Heart of England to deliver carers wellbeing services which include:

- Carers Emergency Response Service (CRESS) – Contingency Planning
- Carers Significant Events Breaks Service
- Information & advice
- Group activities
- Training
- Mental health carers support
- Outreach support at hospital
- Working carers support
- Primary care support



The Carers Trust Heart of England also work in partnership with Adult Social Care to deliver carers assessments, as a delegated responsibility, aimed at those carers who are unknown to Adult Social Care. This works well as, in partnership with wider commissioned services, a holistic approach to support for carers can be taken. Often carers find their needs met within the wider Carer Wellbeing Service.

The Carers' Action Plan 2024-2026

Following extensive engagement with unpaid carers to understand their experience of caring and particularly their experience of receiving breaks we have developed a new approach to how we deliver carers breaks and this is a priority outlined in the Carers' Action Plan 2024-2026 which focuses on three priorities:

1. Empower carers with flexible respite options, ensuring they can take breaks.
2. Deliver the right support, at the right time, and in the right place.
3. Maximise the reach of carers assessments to benefit more carers

Progress to date against the priorities

1. Empower carers with flexible respite options, ensuring they can take breaks.

Through our use of the Accelerated Reform Fund we will be developing a model of support that helps connect carers with wellbeing activities, such as hotel breaks, afternoon teas, relaxation therapies. The support aims to help carers prioritise taking breaks and promote self-care alongside building carer awareness in the city.

We are also reviewing our approach to respite and plan to implement a revised model of respite provision in 2025.

2. Deliver the right support, at the right time, and in the right place.

Through listening to unpaid carers are redesigning our carer support services with the intention of our carers support services with the intention of being in place for April 2025.

As part of the Accelerated Reform Fund we will also be implementing a pilot with Bridget Care (or a similar provision) which is an information portal for carers to explore self-help options. We also intend to use this for online Carers Self-Assessment. The aim is to have completed the procurement process by summer 2024.

We are also working with NHS partners to understand the support pathways for unpaid carers during hospital discharge, including reviewing paperwork to ensure that carers needs are identified through pathway activity. We have also commenced work with the hospital to develop a carers information resource and support the development of a carers network within UHCW.

3. Maximise the reach of carers assessments to benefit more carers.

A number of internal workshops have been held with practitioners across Adult Social Care to improve approaches to carers assessments and support planning for carers. Induction sessions for new staff are being held bi-monthly.

We have a regular peer support group with the Carers Trust Heart of England Wellbeing Advisors who undertake Carers Assessments. We've used these sessions to explore subjects such as eligibility under the Care Act 2014, Direct Payments, CQC preparedness and how to develop support plans. The sessions are bi-monthly and are scheduled for the rest of the year. The sessions have been well attended and feedback from the sessions has been positive. We held a support planning workshop in July 2024. We have also shadowed a number of assessments conducted by the Carers Trust Heart of England.

We saw an increase in the utilisation of Carers Direct Payments in 2023/24. A total of 84 people received a Carers Direct Payment in 2024. We are seeing more range in the use of carers direct payments indicating more person-centred practice. We are also seeing more alignment with the eligibility criteria and a clear rationale around why the direct payment has been provided. A new Carers Direct Payment leaflet has been published and is available for practitioners.

We will monitor the effectiveness and impact of the above activity through the various measures (national and local) in place and will continue to engage with carers directly to obtain their views.

Engaging with the market

Most people with eligible care and support needs receive support in a timely fashion with minimal wait times. Our Home Support market is able to respond and our housing with care and residential services generally have capacity to ensure that people are not waiting excessive periods for a service to start.

Our commissioning planning provides an understanding, based on a range of intelligence, of the likely capacity required to meet demand across service types (further details contained in Information Return Data Pack) for volume anticipated against those commissioned since 2021/22. This intelligence is then used to ensure that enough capacity exists in the market to meet forecasted demand recognising that there is often a gap between forecasts and reality.

To ensure we are supporting the provider market appropriately and effectively, all commissioned providers were asked to complete an online survey in December 2023 covering several areas. A total of 63 responses were received. (approx. 103 potential providers, 61% return rate). The findings included;

'83% of providers who responded reported the local authority supported them extremely or somewhat well'

'78% of providers who responded found quality assurance visits to be extremely or 'somewhat' useful'

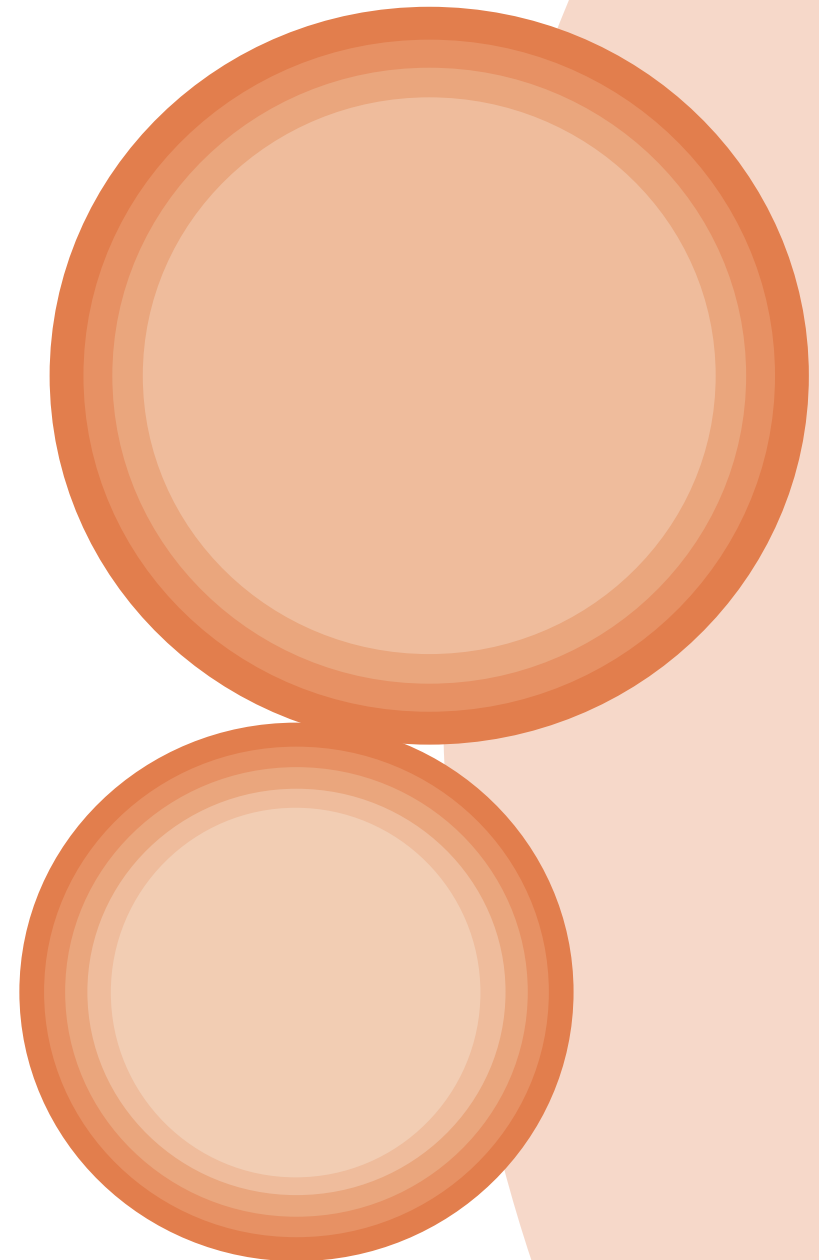
'87% of providers who responded were aware of who their contract officer is'

In response to the survey the following actions have been completed:

- An escalation process for providers in-relation to safeguarding, finance and commissioning queries has been implemented

Information from the provider survey has informed the Market Position Statement

Two providers have been identified to be part of a future safeguarding stakeholder group.

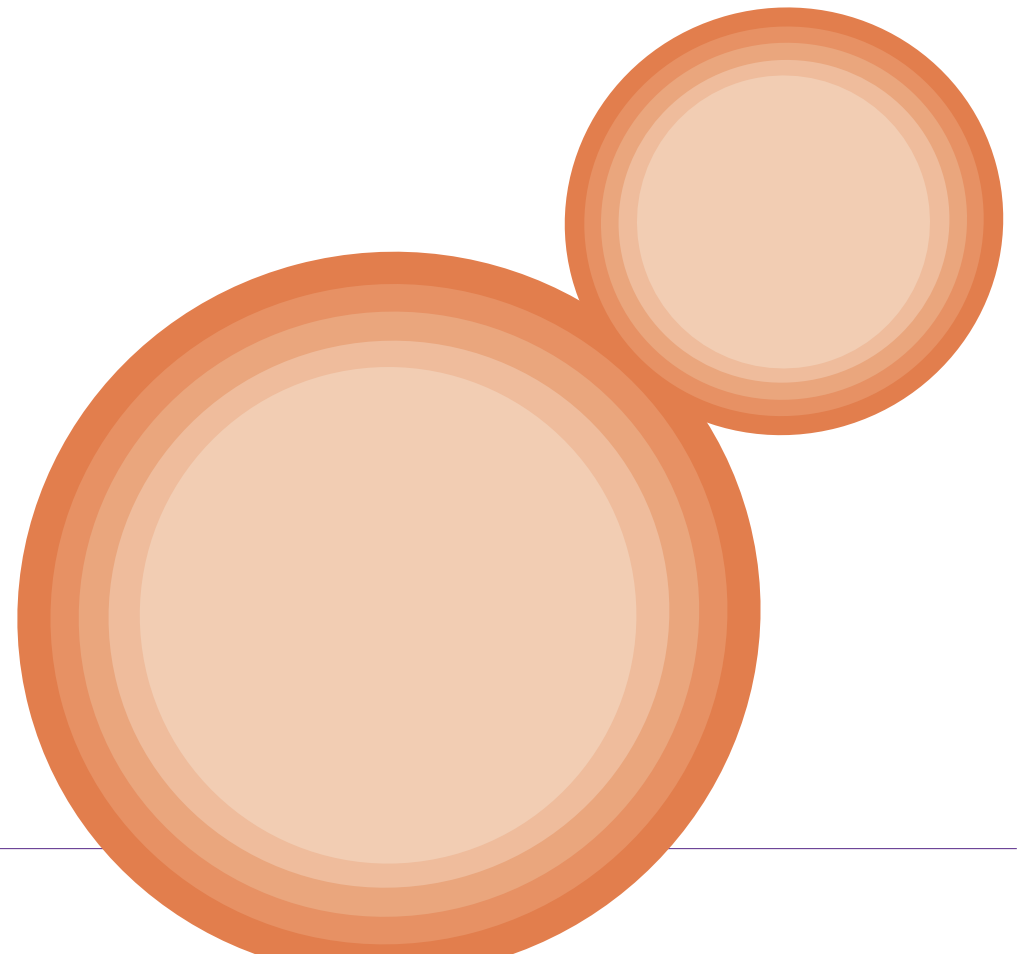


Addressing inequalities and commissioning for diversity

A range of approaches are in place to ensure that support available can meet the diversity of Coventry citizens.

- All services are commissioned with requirements to provide tailored support for adults reflecting diversity. This is evident during the initial needs analysis, Equality Impact Assessment stage and through service specification, tender questions /requirements and through contract monitoring and quality assurance.
- Specific providers are commissioned to respond to the needs of minority groups. For example; a consortium arrangement through Mind provides bespoke information, advice and support for adults from minority ethnic groups (Sahil and Tamarind) and a specialist mental health service catering for South Asian communities provides supported accommodation (Anjuman).
- Carers Trust Heart of England provide support to informal carers including; African Caribbean, South Asian and Chinese minority ethnic communities. Preventative Support Grants are used to support adults with sensory impairments through specialist support services. Age UK provides support to people from nineteen different minority ethnic groups.
- The Council's information and advice offer, including the Community Directory signposts people from diverse communities to culturally appropriate community support.
- Our Occupational Therapy led hoarding service assists in safeguarding adults with hoarding behaviours.
- Through connections with the Faith Partnership Forum – a group that consists of faith leaders and designed to support people of different faiths and enhance community outreach of diverse communities.

- Promoting good practice amongst directly provided and commissioned provision in supporting older people from the LGBTQ+ community, for example signposting providers to the Skills for Care coproduced Framework for working with LGBTQ+ people in later life and guidance available from Age UK.
- Our digital inclusion team provide free devices, data and training to enable people to access services and information.
- We employ experts by experience in some of our mental health services, offering employment opportunities and a chance to use their experience to help others and help us develop services that work for the people who use them.



Market shaping

As well as day to day market management to meet the demands of today we engage with the market and stakeholders to commission for future demand. Our engagement with the market takes place through provider forums, a regular provider bulletin and a commissioning microsite that provides a one-stop information point for providers of social care in Coventry. This enables engagement on key developments which recently has included fee increases, safeguarding and inspection.

We also seek third party feedback on support provided to help shape future requirements. An example of which is our work with a Warwick University post graduate student to understand how well supported care providers in Coventry and Warwickshire felt during the pandemic. The findings showed that providers felt generally well supported and particularly well supported around infection prevention and control.

Market wide engagement has supported the completion of our Market Sustainability Plan and the Market Position Statement (MPS) which has been produced in partnership with providers. Our MPS has been refreshed in 2024 to take account of changing need and demand, different service models as well as expectations around the quality of care.

We recognise the important role our voluntary sector partners play in the delivery of social care in the community and maintain positive relationships with these partners, not only given their role in providers of support, but also in assisting in shaping the market and delivery across the health and care sector. A Voluntary, Community Social Enterprise Forum is in place with the aim of forming closer working relationships to increase use of community support options for new and existing people to social care.

Ensuring a sustainable and affordable market

To gain a deeper understanding of sustainability issues facing the market a provider survey was undertaken in order to understand sustainability issues beyond the issue of fees alone. For care homes, the highest reported priority concerns were in relation to the recruitment of staff, followed by staff retention and utility costs. For nursing provision, their most notable challenge was utility costs, followed by insurance costs and the recruitment of staff.

The results of this survey informed our revised market support offer which includes number of actions aiming to make a meaningful impact on the sustainability issues raised:

- Recruitment of new workers into the sector through monthly job fayres, access to an employment hub, advertising tips and support from Coventry's 'Job Shop' and 'Employers Hub.'
- Recruitment campaigns working alongside Coventry's Migration Team, aiming to promote a career in care to individuals who may be unaware of the opportunities available in the sector.
- Guidance on bid writing and funding applications, recognising independent businesses may not have the expertise or resources available to respond to tenders. Our support will assist in ensuring our contracting process supports all businesses in accessing opportunities available.
- Resources and tips to reduce business costs.
- Assistance and guidance to improve CQC ratings.
- Resources, including accessing group sessions, to promote wellbeing at work for existing staff. This aids with recruitment and retention strategies and supports the health of our workforce.
- Effective digital market techniques
- Guidance on co-production, specifically the benefits this can have on the business and on an individual's outcomes.

Information about the areas outlined above are all included in our Provider Support Pack which is available to all providers (both commissioned and non-commissioned) and is on our website.

Information on the cost of living and wellbeing support is provided monthly for providers to cascade to their staffing groups. The intention is to provide support to stop people leaving the care sector for financial reasons alone.

For younger adults our market assessment (MSIF Capacity template return June 2023) highlights some limitations to capacity within the city in relation to younger adult accommodation. This includes younger people transitioning from Childrens Services and working age adults. Our market development plans for LDA/MH and our Market Position Statement has identified this area as a commissioning priority.. To start to address this gap the Council has been successful in developing a number of larger, core and cluster style supported living schemes with an additional 56 learning disability units available within the city in the last three years through call-off procedures via our Dynamic Purchasing System framework. An additional 5 mental health providers equating to 32 units have also joined the framework in this time.

Quality of provision

We have a clear approach to quality assurance, this is a joint Coventry City Council and Integrated Care Board (ICB) approach and includes an escalation framework to support providers with quality concerns which contains five levels (zero to four) of escalation, from 'No Known Concerns' to 'Persistent Serious Concerns'.

This approach provides assurance and oversight, clear processes and escalations to manage concerns around a care providers quality and enables early identification of possible provider failure. This also ensures consistency across all service areas and utilises available contractual remedies and enforcement options to effect change, where required. Our multi- agency Provider Escalation Panel process, which focuses on risk levels 3 and 4, includes representation from various functions within the Council (e.g. commissioning, safeguarding, the Deprivation of Liberty

Safeguards (DoLS) Team as well as health and local CQC representatives. This ensures the oversight of the quality of social care provision which is causing most concern and ensures co-ordination of corrective action including recommendations for contractual action where appropriate.

Our Care Home Support Nurses, who are part of our Quality Management Team, and who are jointly employed by Coventry City Council and the ICB are an excellent demonstration of how the provider market is supported to develop and improve. The team provide practical support and leadership on quality of care issues and train and work alongside staff and managers within care homes to improve standards. The remit of the joint team is to work with health and social care partners to maintain safe systems of care and ensure continuity and quality of care, with the aim of ensuring a sustainable market of good quality care provision. The team also works closely alongside the Care Quality Commission (CQC) to improve the quality of care in Coventry.

Out of City services and arrangements

Our Out of City process outlines our quality assurance approach to out of city placements, however specific action may be led by the host local authority who will lead on investigations, as Coventry does when we are the host of out of city placements by other authorities.

We have defined arrangements for 'Out of City' placements. This process applies to all care home, supported living, and housing with care placements made outside of Coventry City Council tax boundaries. This is to ensure we are meeting needs and have improved oversight of safety and wellbeing of adults from our community living outside of Coventry.

Supporting the wider social care workforce across the whole market

The workforce is critical in our ability to deliver a range of sustainable and diverse services for now and in the future. This is reflected in our Adult Social Care Workforce Strategy which applies to the internal and external Adult Social Care workforce. This strategy outlines our ambitions for supporting the independent sector market as well as our internally provided services.

In April 2024, to further understand the provider workforce profile and its progress over the last 12 months, a survey on recruitment and retention (linked to the Market Sustainability and Improvement Fund) was completed which produced an 87% response rate. This high return rate is a good indicator of strength in the workforce and represents an increase from the 2023 survey return rate of 73%.

We are also proactive in supporting the local workforce to develop in both capacity and capability, examples of which include:

- In partnership with DWP job shop and local providers our Commissioning Team have developed processes to support local recruitment activities. This has extended to support for international recruitment including providing opportunities for migrants and asylum seekers who are permitted to work in the UK and which is facilitated with our Migrant Team.
- An initiative to improve employment opportunities was jointly undertaken by the Commissioning Team and Adult Education Team. This project was launched in June 2023, with the goal of enhancing recruitment prospects for individuals in Coventry with an Educational Health and Care Plan (EHCP). This includes people with a learning disability, mental ill health, autism, and physical disabilities.

- Improving the rates of paid employment for adults with a learning disability or mental ill health by increasing opportunities to support individuals into employment. This includes placing interns for employment with adult social care providers.
- Providers are being encouraged to become 'Disability Confident Employers'.
- We have recently been successful in attracting grant funding administered through West Midlands ADASS to support International Recruitment and ensure appropriate treatment of international staff and support to those displaced by sponsorship licence revocation and have worked with DHSC on a pilot to provide a support offer to international recruits impacted by licence revocation or suspension
- We work effectively with regional Skills for Care. We ensure that our local care market is informed of developments through our provider forums, provider bulletins and other modes of communication. In June 2023 we supported a Coventry and Warwickshire workforce planning event run by Skills for Care.
- We share job vacancies (from providers) on a regular basis to recruiting agencies and the job shop.
- We promote care jobs with young carers, care leavers, people with a disability, migrants and refugees and have held recruitment events.
- We work actively with providers on how they can improve retention of care staff (covered in provider support pack).

Quality Statement Five

We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.

Partnership working takes place at all levels within Adult Social Care, from the Social Worker engaging with a GP and community nursing team to understand and co-ordinating support around an individual, right up to the strategic partnership forums that oversee the delivery and improvement of Health and Care for the population of the city.

Some of the specific groups in place within Adult Social Care to ensure partnership working is effective include:

- Learning Disability and Autism Collaborative. A key focus of this group is to bring together a range of professionals, the voluntary and community sector and experts by experience to oversee the development of a robust response to the admissions and discharges for those with learning disabilities and/or Autism.
- Autism Partnership and the Learning Disability Partnership Boards. Bringing together the statutory, voluntary and community sector and experts by experience to formulate priority actions and monitor the effectiveness and the impact of the local strategies across Coventry and Warwickshire.
- Mental Health Collaborative group. Brings together a range of statutory providers with voluntary and community sector providers and experts by experience to coordinate, monitor and address common issues relating to the delivery of mental health services. An example of joint delivery has been the use of the Mental Health Inequalities fund.

Working in partnership

As well as our joint quality assurance team the Council works closely with Coventry and Warwickshire Integrated Commissioning Board to manage commissioning and the quality of provision. Our main vehicle for this is the Adult Joint Commissioning Group which has the remit of:

- Acting as the Board for the agreement and oversight of section 75 provisions in relation to the Better Care Fund.
- Facilitating collaboration, joint working, and joint commissioning for adults with health and/or social care needs.
- Endorsing, overseeing and making recommendations for strategic and operational joint commissioning strategies and plans.

We have a number of joint commissioning arrangements in place with the ICB including:

- Long and short-term home support – including support for the Urgent Care Response in the Community by ensuring home support capacity is available to enable step down from Urgent Care.
- Supported living framework for adults with Learning Disabilities and Autism and Mental Health are all jointly commissioned with Coventry City Council as the lead agency.
- Transforming care provision which is jointly commissioned with the ICB and also with Warwickshire County Council.
- Two lead commissioning posts for Mental Health and Learning Disabilities.
- Contributing to systemwide quality improvement through input to the ICS System Quality Group and monthly Quality Surveillance Group.
- Collaboration with infection control nurses to ensure safety of care home residents. Initiatives such as the Say No to Infection accreditation scheme has enabled 54% of older people care homes to become accredited.

Innovation and improvement

Our work to continuously improve and innovate within Social Care requires coordination with other agencies and services. Examples of how we have worked in partnership to delivery improvements include:

Mental health transformation

The Transformation of Mental Health has provided an opportunity to radically rethink all areas of Mental Health delivery. Local commitment to partnership working enabled a joined-up bid to NHSE resulting in additional funding for Adult Social Care and delivery in mental health. The focus was on different mental health needs including perinatal, forensic, eating disorders and for those of older adults. There has also been additional funding to broaden the offer of social intervention into community provisions to supplement the existing offer in Crisis Services. The submission was received positively by NHSE and the then social care advisor to the Department of Health who saw it as one reflective of partnerships and collaboration.

The Community Mental Health Transformation Programme is bringing together experience and support from all sectors across Coventry and Warwickshire to drive improvements across mental health services. Notable achievements include embedding trauma informed practice, working with Experts by Experience as equals and building specialist pathways including new care models, new assessment processes and strengthening partnerships with external agencies.

Recent achievements include:

- Training for My Care Record has commenced with nine sessions being held between March and April 2024. 300 clinicians, managers and medical professionals have attended with further sessions planned.
- Older Adults Mental Health service is now in place.
- Mentalisation Based Therapy (MBT) is available in all localities.
- Over 20 clinicians have now been trained to conduct dissociative identity disorder assessments using SCID-D.
- Over 200 people have accessed Dissociative Disorder online training.
- Exploring how Pharmacist Independent Prescribers roles can be delivered as part of patient-facing pharmacist clinics.

The focus for 24/25 will be:

- Delivery of the S75 agreed priorities across Coventry and Warwickshire.
- Transitions and increasing integrated working between community mental health, urgent care and inpatients.
- Building Multiple Professional Teams and expanding new roles into mental health services.
- Recruitment retention (particularly for core teams).
- Training for clinicians to be upskilled in across patient cohorts of personality disorder and psychosis.
- Protecting best practice of Flexible Assertive Community Treatment (FACT model) for patients with psychosis.

Coventry Partnership Dementia Hub

In July 2023, following a thorough co-production and engagement approach Coventry opened the Coventry Partnership Dementia Hub. This is one of a very small number of “one stop” Hubs in the country offering people with Dementia and their family carers; guidance, support and activities from the first stages of identification before diagnosis through to end of life.

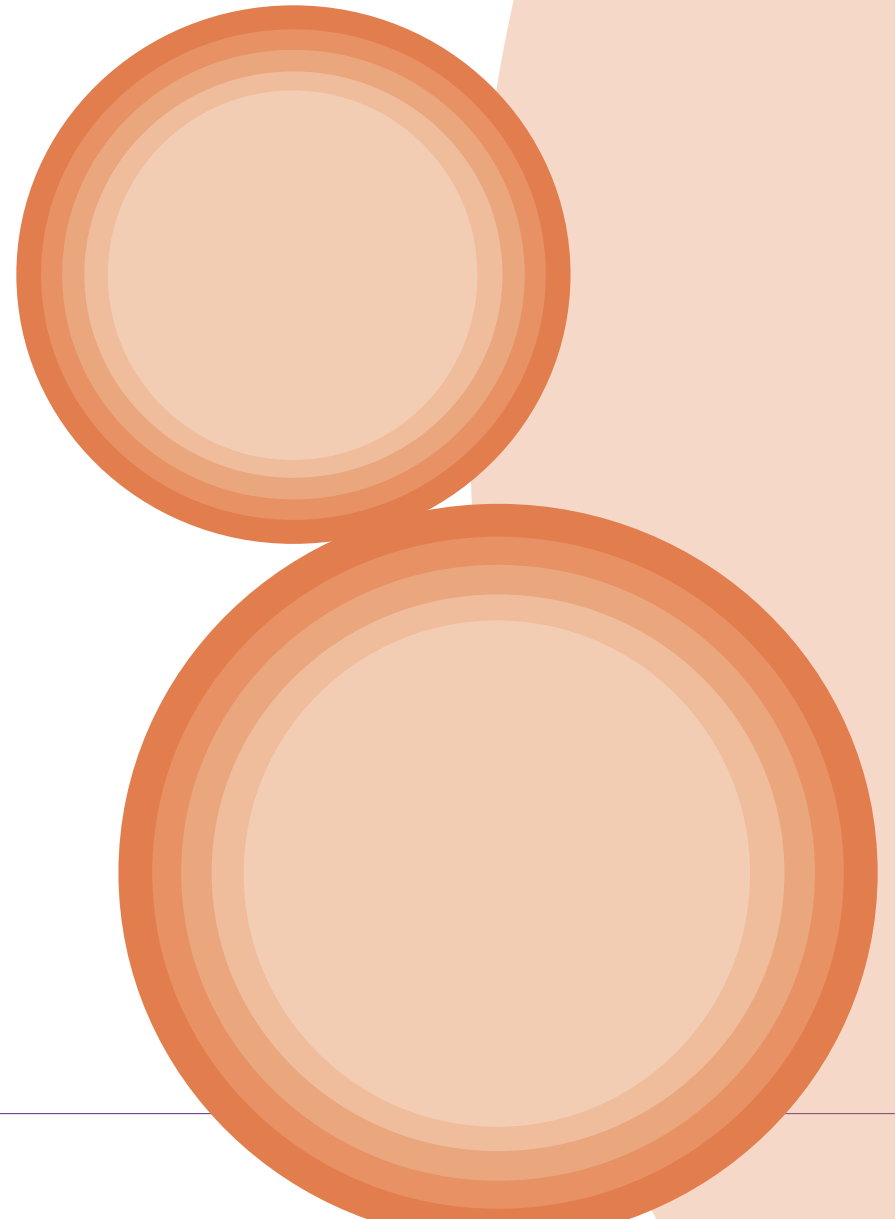
We are extremely proud of the partnership approach taken to responding to the feedback and needs identified by people with lived experience through our engagement. Health, voluntary sector and council services are working together to improve experiences and outcomes for people, encouraging peer support and independence and offering a safe space for those affected. Outreach support, group activities and the use of digital are some of the approaches used to support people in this new model.

Improving Lives programme

This is a programme of work led through the Coventry Care Collaborative, which commenced in 2021, which aims to make a series of improvements across the urgent and emergency care system in Coventry. Work is focussed on the levels of acute attendances, emergency admissions and emergency readmission for adults over 65 in Coventry and the resulting demand on adult social care services as a result of hospital attendances.

The programme is a collaboration between the City Council, the ICB, University Hospital Coventry and Warwickshire and Coventry and Warwickshire Partnership Trust. The programme aims to deliver a minimum of £13.6m of value across the four organisations and we have engaged Newton Europe as a delivery partner for the programme.

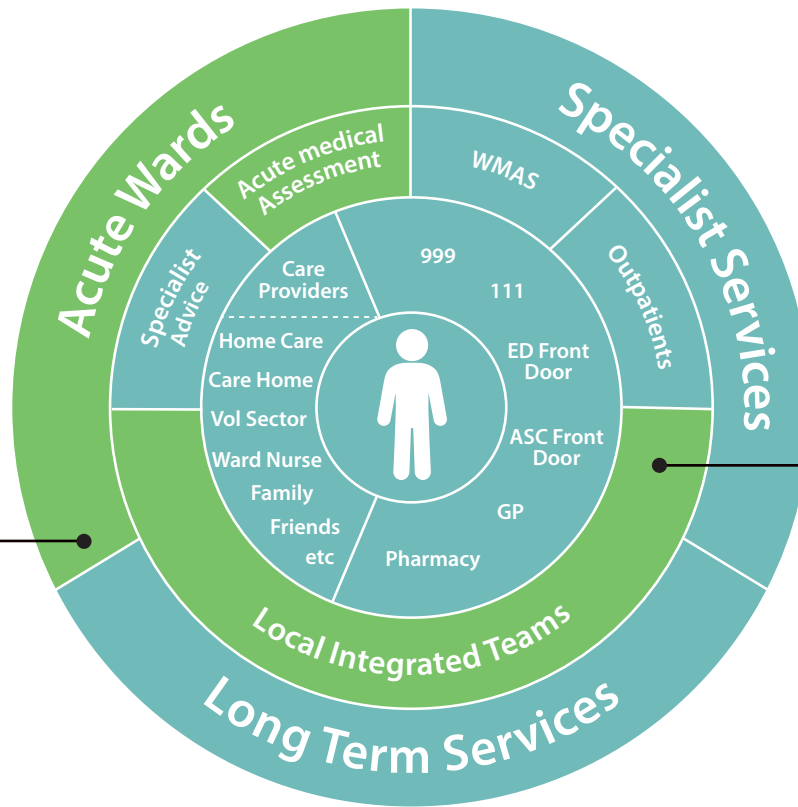
Alongside the financial benefits the programme will support improving outcomes for people. Simply put, reducing avoidable admissions to hospital is more likely to lead to people retaining a higher level of function and independence.



How did we want our services to be arranged?

We will start to break down the barriers between services by initially focussing on the highlighted areas:

We will improve flow, simplify discharges and ED outcomes by working on processes in the hospital which don't rely on the wider system.



We will be building local integrated teams with single operational management across Coventry. These teams will handle all urgent health and social care needs for residents, either directly providing the support or coordinating specialist teams. The resident will be on one caseload.

These teams will be connected through human and digital interfaces to a wide range of people from care providers to WMAS, to those working in discharge & the front door

To deliver the programme three workstreams were established as follows:

1. Hospital processes

This workstream focusses on Emergency Department, ward processes and the Integrated Discharge Team to improve efficiency and reduce time taken during hospital visits and discharges.

2. Interfaces

This workstream focusses on referral routes, community visibility of demand, how the Emergency Department connects to services and Discharge connection to services.

3. Integrated locality teams

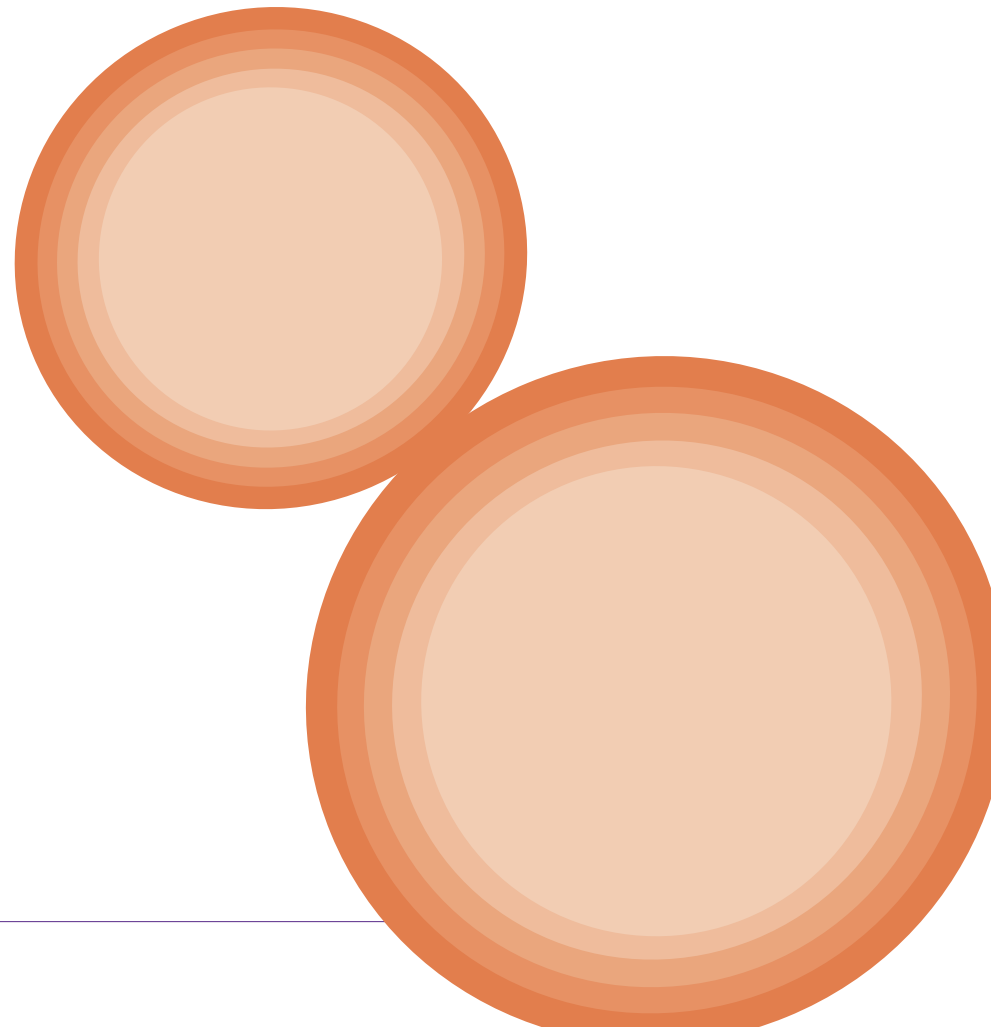
This workstream focusses on the integrated care model, working with specialist teams, the ability to intervene proactively in the community, community ownership of discharge from admission, community residential beds for discharge, and the appropriate use of Pathway 3 beds. (Pathway 3 focusses on those with such complex needs that they are likely to require 24-hour bedded care on an ongoing basis following an assessment of their long-term care needs).

In 2023 trials of, new models of, working were put in place and over 2024 the ambition to achieve city wide roll-out of Integrated Locality Teams is now realised and roll out of new hospital processes is in place.

Some of the impacts realised from the work include:

- Early signs of the benefits to patients and residents, reflected in the trials to date, and feedback has been encouraging.
- Staff across the system have been largely positive about making the changes across organisations.

- Support on discharge is more coordinated between agencies and patient feedback positive.
- Discharge activity has improved across the trial wards with a focus on developing nursing led discharge over 7 days.
- The multi-agency response wrapped around the hospital is supporting change in a new way and is different to any other attempts to support change in discharge practices that have not had a multi-agency approach.



Theme 3: How Local Authorities ensure safety within the system

In this theme we describe about our approaches to safeguarding and how we work with people and our partners to establish and maintain safe systems of care

Summary

Safeguarding adults is a primary factor in all our interventions. We do not have a separate safeguarding team as have an approach rooted in safeguarding being everyone's business with safeguarding responses being led by professionals who may already know the person or are familiar with the context of where the person lives and the local community.

Where we receive a contacts where safeguarding is stated, indicated or implied these are directed straight to the Intake Team and are fast tracked for early intervention, review and decision making.

In 2022/23, we received 6,278 safeguarding concerns with a 17% conversion rate to enquiry. As of the 31st March 2024, we had 6,796 safeguarding concerns for the 2023/24 financial year with a conversion rate to enquiry of 20%. A previous practice review gave confidence in our conversion of concerns to enquiries.

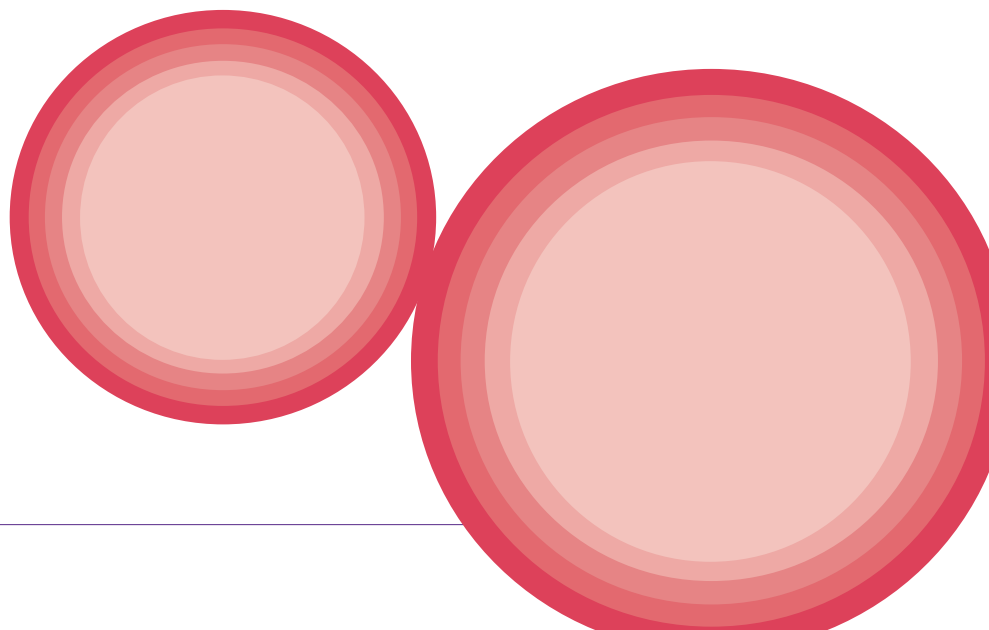
We adopt a Making Safeguarding Personal approach where during 2023/24 87% of people were asked about their outcomes, with 96% fully or partially achieved. This compares to 90% being asked their outcomes and 94% fully or partially achieved in 2022/23.

In terms of progressing open safeguarding to conclusion 77% of 2023/24 enquiries are concluded within 0-3 months, some more complex cases will take longer but all safeguarding open over 6 months is reviewed via audit by the Safeguarding Adults Coordinator. As well as an assurance

role in providing confidence that safeguarding open for over six months is legitimate these reviews also enable us to identify themes relating to issues that impact on timeliness of intervention, sources of concern and common matters impacting on resolution. In 94% of enquiries where risk was identified, risk was reduced or removed.

Our Coventry Adult Safeguarding Board provides the oversight, assurance and strategic leadership for Adult Safeguarding in Coventry and undertakes Care Act 2014 audit reviews to ensure we are delivering our responsibilities in respect of adult safeguarding.

We work with local partner agencies including the Police, Health, Fire, voluntary organisations and across Council to ensure safety and have a range of multi-agency forums are in place to ensure a joined-up approach to supporting people to ensure and respond to issues of safety.



Key strengths

1. Strong focus on partnership working within the Coventry Safeguarding Adults Board.
2. West Midlands wide safeguarding policies and procedures supported by Coventry specific guidance.
3. Our approach to transitions 'Preparing for Adulthood' recognised as 'Good' in the Childrens Services Ofsted Inspection (June 2022) identifying positive joint working with adult social care to ensure a smooth transition.
4. Our response to provider issues and service failure

Areas for development

1. Clearer transitions pathways between Health and Social Care where individuals require both health and social care support as an adult
2. Systemically using feedback from people experiencing safeguarding enquires to further improve
3. Continuing to develop our capabilities in challenging areas of safeguarding activity including Self-Neglect

Quality Statement Six

Safe Systems, Pathways and Transitions. We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.

How we ensure safe systems of care

Keeping people safe is a fundamental element of the work of Adult Social Care and a City Council priority. It is fundamental to all aspects of our assessment and review activities including how we commission care and support and the quality of it. To that end we have a range of policies, escalation processes and legal and risk enablement panels that support our decision making. At the same time there is a recognition that an adult has the right to take risks where they can and where they chose to do so.

We don't do this in isolation; we work with local partner agencies including the Police, Health, Fire, voluntary organisations and other departments of the Council to support safety within the system. Our safeguarding responsibilities are key within this process and our leadership of the Coventry Safeguarding Adults Board, demonstrates the importance of safeguarding for the organisation.

A culture of openness is supported by a 'I have a concern' page on our Intranet which makes it clear to all colleagues what options are available to raise a concern. Our workforce surveys have also demonstrated that people who work for Adult Social Care feel able to speak to managers and raise concerns.

Examples of how we work with partners to ensure safe systems

Within Coventry a range of multi-agency forums are in place to ensure a joined-up approach to supporting people to live in safety including:

- The Channel Panel (as part of Prevent duties).
- Harm reduction forums to discuss complex multi-agency work with individuals.
- Complex case and risk enablement panels and legal panels to focus on specific individuals.
- Multi-agency public protection arrangements (MAPPA). Brings together Police, Council, probation and Mental Health services to formulate comprehensive plans under single agency plans and multi-agency plans including deployment of resources.
- Multi-Agency Risk Assessment Conference (MARAC). A multi-agency conference focussing mostly on perpetrators and their victims in situations of domestic violence.
- Domestic Homicide Reviews. To enable lessons to be learned from homicides where a person is killed as a result of domestic violence and abuse.
- Offensive Weapon Homicide Reviews. To ensure that when a homicide takes place, local partners identify the lessons to be learnt.
- Safeguarding Adult Reviews (SARs)
- Learning Disability Mortality Reviews (LeDeR). To identify any potentially avoidable factors that may have contributed to the person's death.
- Safeguarding practice forum. Engagement forum for those practitioners and managers engaged in undertaking adult safeguarding activity in Coventry.
- Modern Slavery forum. A forum to develop our response and practice led by the Councils Modern Slavery Lead. Transitioning between services - The Principal Social Worker leads a group to discuss and share any issues being experienced with the interface and referral management between Coventry and Warwickshire Partnership NHS Trust (CWPT) and Coventry City Council Adult Social Care.

Ensuring safety when moving between services and areas

We recognise that points of change can introduce risk to people's safety and therefore have the following specific arrangements in place to support safety at points of change:

○ Transition and Preparing for Adulthood

The 'Preparing for Adulthood Guidance' is an approach developed and owned by Adults and Childrens Services for the Council which seeks to minimise the impact on young people transitioning into adult services. Significant work was undertaken to develop a joint approach which was noted in the OFSTED report in 2022 as follows:

"For disabled children, transitional planning begins at age 16. This leads to comprehensive pathway plans that address need. There is also positive joint working with Adult Social Care in the local authority to ensure a smooth transition."

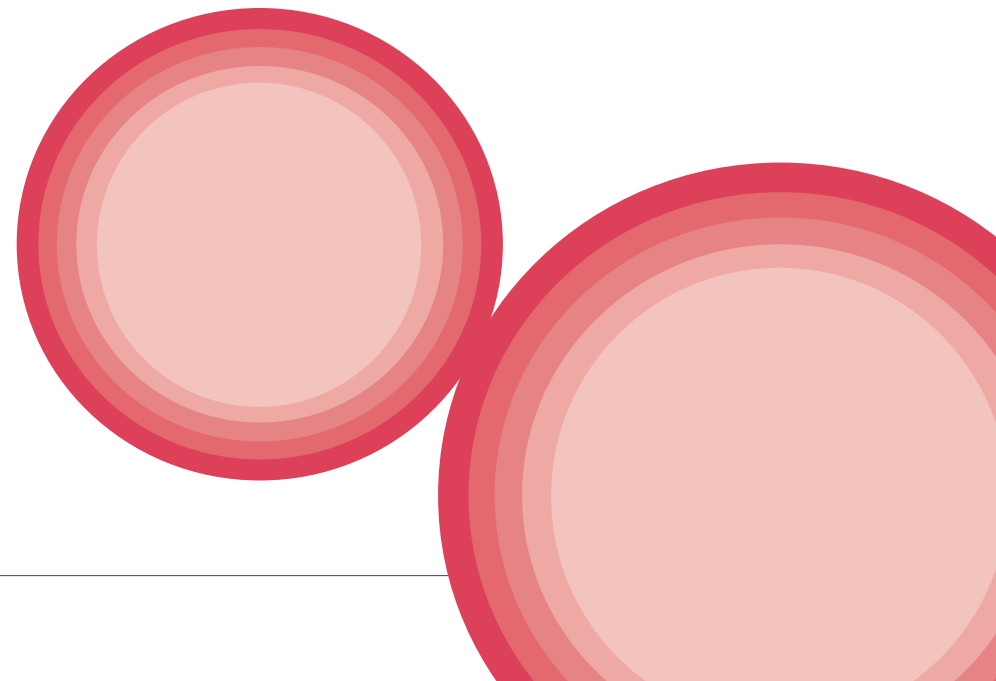
Approx 40 young people per year transition into adult services and we work alongside colleagues in children's services to develop smooth transition plans. The dedicated Transitions team within ASC works closely with the Children's Disability Team to identify young people who are likely to receive a service. The allocated transitions social worker works directly with the young person and their family alongside the children's worker to ensure person centred transition being clear that risk factors and safeguarding matters are a core part of the work. The service receives young adults from both Children's Social Care and Education Teams therefore ages at which transition takes place is variable dependent on need and educational status.

Transitions from Child and Adolescent Mental Health Services (CAMHS) are managed through the Section 75 agreement that exists between the Council and Coventry and Warwickshire Partnership Trust (CWPT). Social care team leads within the arrangements regularly attend the Complex Needs panels for children to ensure transitions are managed effectively and appropriate pathways into services or universal provisions are negotiated to ensure

good outcomes for the individual.

○ Hospital discharge arrangements

Our approach to discharge recognises core skills that exist within the Hospital and on that basis, both REACT (Emergency Duty and the Front Door) and the Integrated Discharge Team (IDT - health), are trusted assessors. They have access to essential reablement and temporary provision to support the discharge of patients. This is complimentary to the Adult Social Care based services at the Hospital that support residents known to us and those where care concerns or safeguarding concerns have been raised. The Hospital based team provide the central point for all Ambulance concerns due to their ability to respond 7 days a week. Our arrangements in this area have recently changed through the implementation of the Improving Lives programme to provide community led discharge through the roll-out of a 'pull' model.



○ Support for adults with mental ill health

Care Act delivery in Mental Health is delegated via a Section 75 agreement with CWPT. Staff are seconded from the Council to the Trust to operate within multi-disciplinary teams. To achieve joined up support a joint health and social care assessment takes place, supplemented by a strength and needs assessment, if statutory service provision is required. Operational guidance to support the process is extended to those staff within the Adult Disability Team specialising in the delivery of Transforming Care.

Joint working arrangements and intelligence derived from the JSNA have enabled the development of specific roles that support work within our Mental Health services. These include:

- A social worker, that spans Coventry and Warwickshire, (hosted by Coventry City Council in perinatal services).
- A worker specialising in Autism within the Intensive Support Team.
- A social worker in Migration Services.
- An Approved Mental Health Practitioner (AMHP) to support children in crisis via the Child and Adolescent Mental Health Services (CAMHS).

Planning a model of intervention that would deliver good outcomes for adults with mental illness has started with initial trials emerging from practitioners based in the Mental Health Crisis Team as part of the urgent care response. The trials have been successful with initial review indicating that in a 6 month period, they actively supported 73 adults identifying a total of 125 social care needs, avoided 95% of admissions to acute care and in doing so worked alongside 49 different services. This transformed and significantly improved our collaborative approach, across agencies, to those people facing admission to hospital due to mental health crisis. The approach taken uses a social rather than medical model and by operating in a joined-up holistic way removes barriers and enables a person's needs and wishes to really be heard. It uses strength based practice as it's core and has demonstrated the way in which independence can be taken forward within Mental Health Services and particularly at times of crisis.

The trial informed the overarching transformation programme for Mental Health and the learning from the trial has enabled us to secure additional funding and to develop pathways across our internal provisions to support people. This is a model we are now looking to build on within the Community Mental Health Team as part of our ongoing improvement cycle.

○ Adult Services and NHS Continuing Healthcare Team

A dedicated team and Lead Officer have been in place since 2012. The team coordinate and participate in complex Continuing Healthcare assessments and reviews of eligibility where the individual does not have an allocated social worker. Team members and the lead officer also provide case related advice and support to practitioners and managers across the service where they are involved in work relating to NHS Continuing Healthcare, and also provide more formal training for all practitioners.

We have well established and long standing joint working arrangements between the Local Authority and the ICB, which include robust processes to ensure the Local Authority is notified and invited to participate in CHC assessments and eligibility reviews, as well as a joint decision making process for the ratification of recommendations regarding Primary Health Need from the assessment or Multi Disciplinary Team meeting. A joint dispute resolution process has been in place since 2012 and has recently been updated and incorporated within the ICB Memorandum of Understanding for Continuing Healthcare.

A well established joint hospital discharge process (Discharge to Assess model) has been in place since 2018 and this has supported the ICB in eliminating the majority of CHC assessments taking place in an acute setting, thereby comfortably achieving NHSE targets in respect of this.

○ Providing support to Adults with Learning Disabilities

Coventry and Warwickshire health and social care systems came together to ensure delivery of the Transforming Care Programme, led by Coventry and Warwickshire Partnership Trust. Significant work has been undertaken to address the admission avoidance and discharge of those in hospital with a diagnosis of LD and Autism.

Collaborative working is in place to ensure the programmes aims are delivered, securing better outcomes for those with learning disabilities and/or Autism while ensuring safeguarding and risk is properly considered and managed in partnership with the individual and/or their advocate.

The Head of Adult Social Care and Support currently acts as one of the Deputy Senior Responsible Officer (SRO's), for the programme in Coventry, working collaboratively to secure reduce admissions and effective discharges from hospital. We have arrangements in place that secure a joined-up approach for those at risk of admission and where discharges are delayed. Our Adult Disability Team focusses on the Transforming Care cohort led by an Approved Mental Health Practitioner to progress the response.

The multi-agency group that leads this work is locally named as the 'Learning Disability and Autism Collaborative'. The collaborative expanded to include Experts by Experience and led to the development of the Autism Partnership Group and the Learning Disability Partnership Group, co-chaired by experts by experience.

In Coventry there are 11 patients admitted into specialist NHSE beds and 11 in ICB commissioned beds (as at 26 June 2024). 1 is considered delayed discharge (provider withdrew) and 1 has an active plan in progress.

To support multi-agency working there are relevant cross agency agreements including a Memorandum of Understanding for finance, discharge pathways and escalation processes.

Working with risk and complexity

Much of the work we undertake is complex and, in many cases, a legal process is required to support and protect people. When this applies, we use our internal Complex Case and Risk Enablement Panels and our Legal Panels to determine how best to ensure people are protected and supported. This involves working closely with stakeholders across the system to secure the least restrictive and best option in the individual situation. At any one time we can expect to have approximately 35 cases in legal process. These cases include DoLS S21a proceedings (where the individual is objecting to being deprived of their liberty, objecting to their current care arrangements, personal welfare applications, deputyship applications and Community DoL).

Mental Health Act 1983 and use of guardianships

Whilst we do have a Section 75 arrangement in place for Care Act activity this does not extend to our duties under the Mental Health Act. To support delivery we have an Approved Mental Health Practitioner (AMHP) Lead officer, AMHP forum and training and a robust programme to secure AMHP training including our own in house first year development plan. We have an AMHP rota that covers community and crisis areas of practice that is in place 365 days a year.

S117 is subject to scrutiny by a multi-agency panel including the ICB and CWPT which considers least restrictive practices, needs and outcomes separately to funding agreements which are considered by the ICB and Adult Social Care in a joint funding meeting.

We use Guardianship to keep people safe, support recovery and ensure continuity of care. Through the use of Guardianship orders, we have enabled adults to remain in the community and outside of hospital for longer periods of time. Guardianships, all of which are used to support continuity of care in local communities, as opposed to long term hospital admission. As of June 2024, we have 4 people subject to Local Authority Guardianship.

Deprivation of Liberty Safeguards (DoLS)

The service has seen year on year increases in activity. To support the process we do have a discreet service offer supplemented by the use of contracted agency assessments. The service utilises the ADASS tools and have a robust triage to identify and resolve urgent requests. The national data available has shown that we do receive a higher number of applications but that we do complete more within the year than regional and national averages.

A protocol has been developed for practitioners to help determine if the level of restriction or restraint within the provision of care and accommodation for clients amounts to a deprivation of their liberty in the community. This includes use of a risk assessment so due consideration can be given to intensity, duration and impact of the deprivation on the person.

8 people are subject to a Community Deprivation of Liberty (Community DoL) as of April 2024.

Quality Statement Seven

Safeguarding: We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately.

Coventry Safeguarding Adults Board (CSAB) setting strategic priorities

The CSAB is independently chaired and is responsible for publishing our Strategic Plan setting out how as a partnership we work in partnership to meet our safeguarding objectives.

The Board Strategic Plan for 2024-2027 focuses on 4 themes;

- Making Safeguarding Personal (MSP)
- Prevention and Early Intervention
- Engagement and Communication
- Development and Assurance

The Board has the following subgroups;

- Business Executive
- Policy and Workforce Development
- Safeguarding Adult Review
- Quality Audit and Performance

To ensure all partners work together to provide safe systems of care the Coventry Safeguarding Adults Board (CSAB) produces an annual report on key safeguarding performance, progress in reducing or preventing harm and priorities for the following year.

Our system approach to safeguarding – Making Safeguarding Personal

Through the CSAB all partner agencies have adopted a Making Safeguarding Personal (MSP) approach to safeguarding in order to take a person-centred and outcome focused approach to safeguarding adults.

This board ambition for an MSP approach translates into practice through involving professionals who may already know the person or are familiar with the context of where the person lives and their local community.

MSP is also a key strand of our Adult Social Care Practice Framework supported by a range of resources and toolkits to support front line practice. As part of our safeguarding work we capture peoples' wishes and outcomes for example 'I want to feel safer', 'I would like the return of my property/money' or 'I want others to be protected'. In 2023/24 87% of people were asked about their outcomes, with 96% fully or partially achieved

In support of MSP the Complex Case and Risk Enablement Panel, chaired by the Principal Social Worker is in place to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Panel provides a clear process for discussion, and shared decision making to support both staff and individuals in considering potential consequences of any decisions.

To help ensure the individual is heard and the outcomes they want to achieve are taken into account we have reviewed our previous approaches used 'My Safeguarding Experience' due to low uptake and introduced a new anonymised online survey form from April 2024 to be given to people after the conclusion of the s42 enquiry (with the option to provide details for direct contact if required by the person). An initial trial demonstrated increased uptake compared to previous surveys and as a result the methodology deployed in the trial has now been mainstreamed.

A joined-up approach to policy, procedure and learning

The CSAB (and therefore all member organisations) have adopted the West Midlands Adult Safeguarding Policy and Procedures produced in 2019 (updated 2024) for the region. The policy sets out the approach taken across the West Midlands and the approaches to be taken to make this real for our communities. It requires that Section 42 safeguarding enquiries are carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre of decision making.

A suite of documentation is in place to support safeguarding work and captures performance information, last reviewed in July 2021 (further review in progress). This includes a Record of Concern, Enquiry and Closure (SG1), Safeguarding Plan (SG2), Safeguarding Minutes/Planning Discussion (SG3), Lead Enquiry Officers Report (SG4).

Procedural documents are supported by a range of information leaflets and posters about safeguarding adults and the process people can expect. This includes easy read information which is produced by the CSAB and Adult Social Care. Safeguarding posters have also been translated into the 6 main languages used in Coventry (Polish, Punjabi, Urdu, Arabic, Romanian and Tigrinya). Adult Social Care safeguarding Information, public leaflet and abuse type posters from the Safeguarding Board are also available in Arabic as this is one of the main languages requested to be translated.

Board audit activity is carried out via scheduled enquiry panels over the course of the year and associated multi-agency learning events, are undertaken to ensure that guidance and its application is understood, reflect on practice and that practitioners continue to develop their learning in its' application. These audits have included Safeguarding in Care Home NICE Guidance, Mental Capacity Act, Self-Neglect and Safeguarding Adult Review Toolkit Enquiry Panel.

Adapting to new and emerging safeguarding risks

In order to ensure we continue to improve our approach to safeguarding and how we support people involved in safeguarding practice to develop their approach, in 2023 the Coventry Safeguarding Adults Board (CSAB) produced guidance in response to emerging issues such as rising safeguarding concerns and self-neglect which have included;

- A 'Practice Tool to Aid Decision Making' - to assist agencies working with adults with care and support needs to identify if/when a safeguarding concern should be raised with the Local Authority. This was in response to rising numbers of concerns. This tool can also assist social care staff to assess the seriousness and level of risk associated with the concerns being received.
- A 'Hoarding Best Practice Framework and Toolkit' - in response to rising cases of self-neglect, including hoarding, this framework and toolkit provides approaches and methods of working that can be utilised and adapted by organisations to meet the needs of the individuals they work with.

Learning from cases of serious abuse or neglect and taking action to remove future risks

To support learning the CSAB commissions a Safeguarding Adult Review (SAR) for any case which meets the criteria as identified in law supported by regional and local guidance and toolkits. The SARs we have undertaken are all published on the Board webpages as executive summaries.

We have undertaken 2 SARs in the last 2 years, one of these concerned a person who was experiencing self-neglect and the other a person with learning disabilities who was the responsibility of a local authority outside of Coventry who experienced neglect as part of a discharge from hospital to a care home in Coventry. Every SAR undertaken has an action plan to address any recommendations and learning from the review.

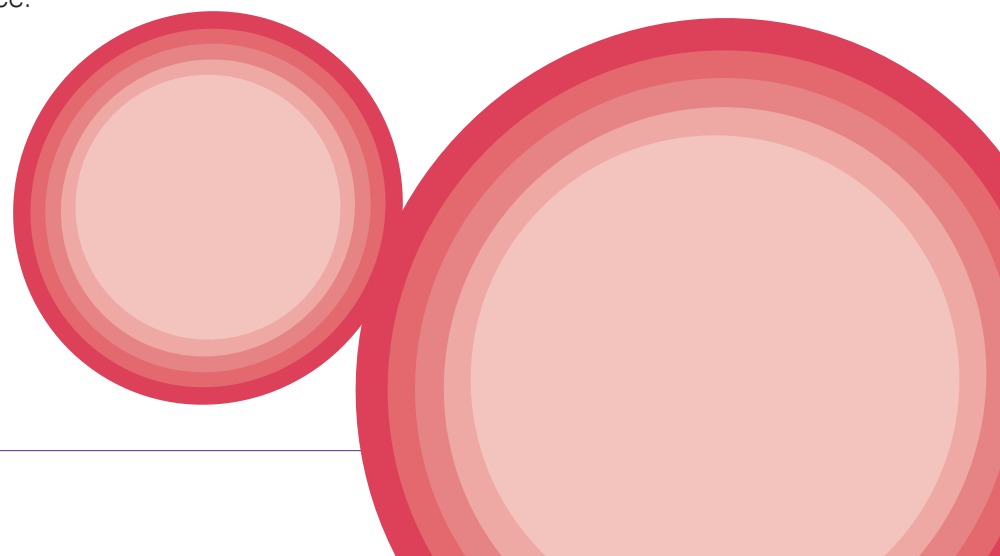
Safeguarding duties under Care Act 2014 – How we respond to concerns

When the City Council receives a safeguarding concern, this can come through several routes but is generally through Adult Social Care Direct (the name of our 'front door'), the Councils Customer Service Team, the Hospital Team or directly into practitioners undertaking direct casework where a safeguarding concern arises.

Once received the referral and decisions in relation to safeguarding concerns and the requirement to undertake enquires are primarily led by our Intake Team (the team who deal with referrals where there appears to be a need for social care involvement relating to the community) and the Hospital Team (for referrals from hospital staff and West Midlands Ambulance Service).

Mental Health safeguarding concerns are progressed, and enquiries completed where appropriate, by our social work staff seconded to CWPT.

We work in accordance with the West Midlands Adult Safeguarding Policy and Procedures and a local 'Responding to Needs Assessments Requests' Operating Procedure specifies the steps to be taken in receiving, recording, and processing any referrals including safeguarding concerns. This procedure applies to all service areas and helps to ensure consistency in practice.



Supporting and developing our workforce in strong safeguarding practice

The whole workforce of Coventry City Council is required to receive basic mandatory training with respect to awareness that abuse can take place and the duty to report safeguarding issues. For social care employees and managers, a training programme, including more specialist training, is in place for those responding to safeguarding concerns and dealing with safeguarding enquiries. Our Safeguarding Adults Co-ordinator delivers induction sessions for all new starters which provide an overview of the safeguarding processes, recording forms, the training offer and the range of resources in place to support practitioners. The Safeguarding Adults Coordinator chairs a safeguarding practice forum and holds regular briefings on key aspects of adult safeguarding including lead enquiry reports and safeguarding plans.

In 2023, Adult Services safeguarding mandatory training compliance was at 92%. Oversight and compliance checks by safeguarding business support is routinely undertaken. Data is used to target those who haven't undertaken training and there is a requirement that a refresh of training is undertaken every 3 years following the initial core training.

We also employ a specialist practitioner for mental capacity to support practitioners and staff in the application of the Mental Capacity Act 2005 including production of our own website for adults, carers and providers of health and social care services living and working in Coventry.

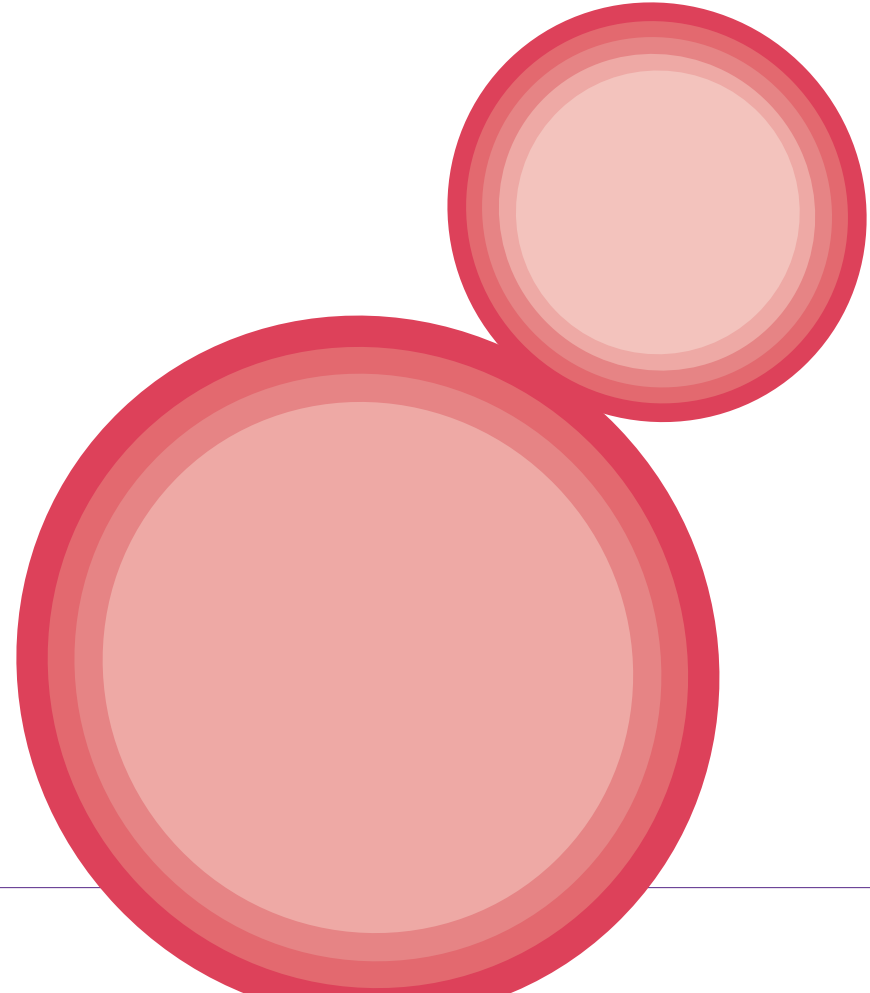
www.umccoventry.co.uk

Safeguarding and mental health under our Section 75 agreement

A Section 75(S75) Partnership Agreement with Coventry and Warwickshire Partnership NHS Trust (CWPT) exists for the delivery of integrated mental health services and includes delegated work undertaken in respect of the Care Act 2014.

CWPT has its own safeguarding policy which recognises these delegated duties. As part of the governance arrangements a S75 safeguarding group is in place which is now chaired jointly by Coventry and Warwickshire Councils to enable oversight of adult safeguarding activity. Each Principal Social Worker has a place on the Section 75 Board.

Quantitative data on safeguarding activity and performance is received by the S75 safeguarding group and S75 Board. This data has been revised to be more in keeping with data included in the Safeguarding Adults Collection Return. The CWPT Safeguarding Team also develops an Audit Plan and findings are received by the group.



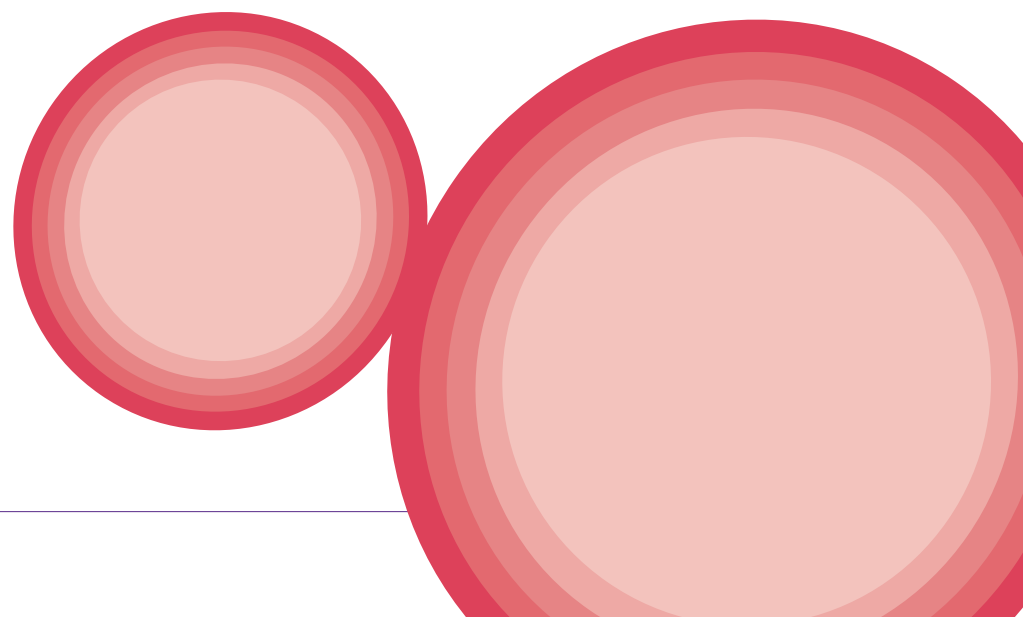
Quality and practice improvement

To further ensure consistency, maintain standards and embed learning we have a 'Safeguarding Team' which is led by the Principal Social Worker (Head of Practice Development and Safeguarding) and includes a Safeguarding Adults Coordinator who provides support to practitioners and managers undertaking safeguarding practice in Coventry. This provides for the identification of themes and patterns in safeguarding and the engagement with other services, both internal and external on any matters arising.

The collection and reporting of safeguarding activity, performance and the extent to which outcomes are met is supplemented by audit and assurance activity undertaken by our safeguarding team focussing on the following areas:

- **Repeat enquiries** - the purpose of which is to ensure safety planning for repeat safeguarding enquiries. There are *routine reviews of cases where there have been more than 3 separate safeguarding concerns raised in relation to the same individual within the previous 12 months.*
- **Responsive audits** - people who lack capacity and there is no record of the person being supported by an advocate - the purpose of which is to ensure use of an advocates to enable people to fully participate in the safeguarding process. *Audits evidence that the absence of advocacy support is low.*
- **Open concerns audit** - the purpose of which is to ensure enquiries are logged where required and enquiry work is not completed at the concern stage. A series of dip samples is undertaken regarding the conversion rate (concern to s.42 safeguarding adult's enquiry). *This work improved the position which has been sustained for the last two reporting years and takes our conversion rate above WM median rate.*

- **Data quality** - the purpose of which is to ensure appropriate and accurate inputting. *Routine Data Quality is undertaken, including following up and seeking progress updates on enquiries open. For example, case open over 6 months audit by the Safeguarding Adults Coordinator to ensure no drift in enquiries, reason for cases remaining open and timely closure.*
- **Scheduled monthly audit activity** - the purpose of which is to ensure safeguarding activity is progressing and quality assurance of records is evident. *Monthly audit activity across the whole end to end safeguarding process is undertaken to support the identification of good practice and areas for improvement. This includes undertaking dip sample audits at key stages of the safeguarding process including open concerns and enquires.*
- **Engaging with experience via a new anonymised online survey form** - from April 2024 to be given to people after the recent conclusion of the s42 enquiry (with the option to provide details for direct contact if required by the person).



Theme 4: Leadership

In this theme we describe our approaches to planning our work, our governance and accountability arrangements and how we are learning and improving

Summary

There is stable leadership within the City Council which provides a strong foundation for effective leadership of Adult Social Care. The Director of Adult Social Services (DASS) has been in position since 2016, the Leader has also been in place since 2016 and a new CEO was appointed in June 2023 after a tenure of 13 years of the previous CEO. The Cabinet Member for Adult Social Care was appointed in 2023 and brings extensive experience across a diverse range of political leadership within the city.

We are outward looking and have a proven ability to develop and learn from research. This is demonstrated through both our work with West Midlands Association of Directors Adult Social Services (WM ADASS) and the Coventry Health Determinants Research Collaboration (HDRC) led by our public health team.

Areas of strength

1. Leadership Board (Chief Executive led) has a strong performance and outcome focus.
2. Oversight and monitoring of risk through e.g. Service and Corporate Risk Registers
3. Focus on improvement programmes including Improving Lives and Mental Health Transformation.

Areas for development

1. Improved use of data, intelligence and insight to inform improvement activity.

Quality Statement Eight

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.

Strategy and Planning

Adult Social Care operates as part of a system and as such does not have standalone Adult Social Care strategy, as we are invested in contributing effectively to broader strategies and plans including:

One Coventry Plan

In 2022 the City Council launched its 'One Coventry Plan'. This plan is the overarching strategic document which sets the following key strategic aims:

- Increasing the economic prosperity of the city and region.
- Improving outcomes and tackling inequalities within our communities.
- Tackling the causes and consequences of climate change.

Adult Social Care is accountable for contributing to the delivery of these overall Council objectives through specific performance measures including the:

- Number of people supported in ongoing care services.
- Effectiveness of short-term services.
- Satisfaction with social care.

These indicators are specifically selected as supporting the 'improving outcomes and tackling inequalities within our communities' priority. They are considered reasonable overall indicators of peoples' ability to live independently, within their communities, without the need for support from social care on an ongoing basis, and their satisfaction in taking this approach.

One Coventry Plan

2022 - 2030



Integrated Care System Strategy *'We will enable people across Coventry and Warwickshire to start well, live well and age well, promote independence, and put people at the heart of everything we do'.*

The strategic priorities within this system strategy are:

- Prioritising prevention and improving future health outcomes through tackling health inequalities.
- Improving access to health and care services and increasing trust and confidence.
- Tackling immediate system pressures and improving resilience.

Coventry Adult Social Care have a direct accountability for the delivery of this system strategy through the Supporting People at Home area of focus which has a system level accountability for the Improving Lives programme (a core programme of change across the City Council UHCW, CWPT and the ICB).

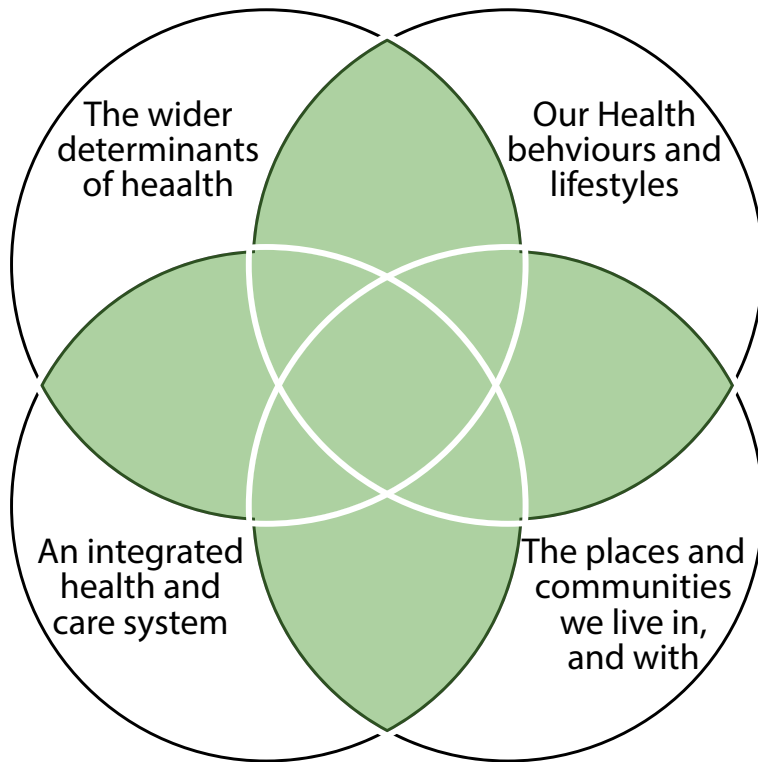
Health and Wellbeing Board Strategy

The Coventry (Health and Wellbeing Board) HWBS Strategy vision is that - '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.'

And focus on these three initiatives in respect of this:

- People are healthier and independent for longer.
- Children and young people fulfil their potential.
- People live in connected, safe and sustainable communities.

A four-quadrant model (below) based on the Kings Fund model is in place to support the delivery of these outcomes which supports the raft of work across health and care integration (our Improving Lives programme being a key delivery item) and the development of community based support.



Political leadership

The Council has a clear framework for formal decision-making by Members and officers. This is supported by working arrangements between officers and members which inform the development and delivery of the Council's strategic priorities and ensure Adult Social Care is accountable for the outcomes it delivers.

A quarterly performance report is produced and presented to the lead Cabinet Member for Adult Social Care to give a direct line of visible accountability between the Cabinet Member and service leadership.

Through this process the Cabinet Member holds the team to account on key performance during the quarter, any issues arising from these updates, and recommended next steps. This quarterly reporting also includes our work on involvement and engagement over the same period to evidence how we are involving and listening to people who come (or may come) into contact with Adult Social Care. This demonstrates and creates accountability to the lead member in understanding peoples experience of adults social care and the outcomes achieved.

The Leader of the Council and the CEO have regular performance and risk reviews with the DASS and Cabinet Member to further ensure oversight and accountability.

A Local Account (Annual Report) is produced and has done so since 2011. This document covers both annual performance information, and real-life stories of people who have experienced Adult Social Care. This use of real-life case studies, along with performance data, ensures a more rounded view of, and ability to understand peoples care and support experience and outcomes. Our Annual Report is now available in an easy read format. The Local Account (Annual Report) is taken through Scrutiny, Cabinet and Council. This gives the maximum level of visibility and ensures accountability for the delivery of Adult Social Care to the most senior level within the local authority.

Scrutiny also plays a crucial role in ensuring the delivery of Care Act responsibilities, quality, and experience and outcomes. Specific items considered within the Scrutiny environment since 2022 include:

- Quality assurance and market failure
- Customer experience and engagement
- Keeping people safe
- Managing referrals and assessments
- Annual performance against ASCOF indicators

Performance, data quality and insights

Performance is routinely monitored by the Adult Social Care Management Team using Key Performance Indicators linked to the One Coventry Plan, National Performance Frameworks and service improvement plans.

Through the Performance and Insight Team we have developed dashboards to enable accessible and accurate operational data to be produced. These are utilised to inform work planning and resource deployment.

Risk management arrangements

Within Adult Social Care a comprehensive Risk Management plan is in place which focuses on the key risks and mitigating actions that can prevent Adult Social Care from delivering good outcomes for the residents of Coventry.

The risks are kept under review on a monthly basis and include areas such as resources (finance and workforce), demand management and quality and sustainability. There is a clear process for escalation and de-escalation of risks, including consultation with the council's Insurance Manager.

Workforce engagement

The Adult Social Care leadership team is regularly engaging with the adult social care workforce in a number of ways including; regular service-wide newsletters, Let's Talk Adult Social Care briefing sessions led by the management team and other ad hoc briefings and presentations. Feedback received on these is positive and attendance is on the whole good. Teams are encouraged to present their own best practice examples, learning and developments through these forums.

Annual Celebration events take place during which staff are presented with 'awards' nominated by colleagues, acknowledging the additional attributes, expertise and personality colleagues recognise in each other. These have been welcomed and the opportunity to feedback and give praise and recognition boosts morale.

Across the City Council there is the Spire Awards and Cheers for Peers initiatives in place to provide a mechanism for recognition achievements delivered by the workforce.

Leadership and workforce development

Coventry's Adult Social Care workforce is diverse with people working for the independent sector, local authority and for people in receipt of direct payments. Within Coventry City Council we employ over 900 staff and the wider Adult Social Care Workforce in Coventry amounts to 10,500 jobs (2022/23) (Skills for Care data).

Our Workforce Strategy 2023-2026 focuses on this whole workforce with key themes including recruitment, workforce and culture, learning and development, employee relations and health and wellbeing.

We have a considerable range of learning and development opportunities on offer to staff in all roles and grades which is subject to review and updating to ensure relevance and support our application of Care Act 2014 and Mental Capacity Act 2005.

We work closely with our local universities in the design and delivery of qualifying programmes and ensure access to post qualifying opportunities for succession planning. We have dedicated support to our Assessed and Supported Year in Employment (ASYE) programme. We have a strong commitment to apprenticeship including the degree level apprenticeship for social work and occupational therapy.

Employee surveys are held across the City Council (Speak Up & Speak Out Staff Survey 2023) and we also undertake Adult Social Care Organisational Health Checks Staff surveys, the findings of which are published on our webpages. Workforce surveys provide positive feedback on Coventry as a place to work.

We hold exit interviews with staff leaving the Council to ensure that any learning can be applied to improve the experience of our workforce and have developed approaches such as stay interviews to identify why people remain working with us.

Quality Statement Nine

We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.

Improvement through continuous learning is embedded within how we do our work as demonstrated through:

System transformation programmes

Our Improving Lives programme and Mental Health Transformation, as previously referenced are larger scale programmes incorporating innovative ways to improve outcomes and experiences for those who access Mental Health and general Health services.

Peer challenge and sector-led improvement

Through West Midlands ADASS we have actively participated in the peer challenge programme since its inception and contributed to the delivery of peer challenges in other authorities so that we can help them learn and continue to learn from others ourselves. The last peer challenge in Coventry took place in March 2020. We have also more recently participated in West Midlands ADASS readiness reviews which are aimed at supporting us in identifying areas for improvement for inspection readiness.

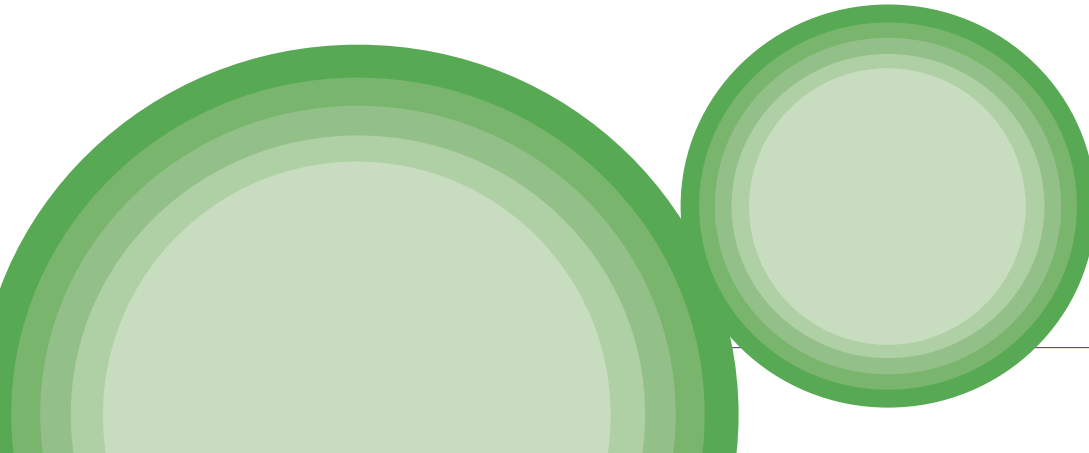
Quality frameworks and continuous learning and improvement

Across the City Council we work to develop a culture of performance and continuous improvement, which identifies the things we do well, celebrates success and takes action to improve where required. Within Adult Social Care we take a similar approach where we are to continuously learn and improve taking on board feedback from source including; Complaints, Ombudsman Enquiries, Safeguarding Adults Reviews, practice quality assurance, audits and experience feedback. Our Complaints Team ensure a consistent approach to complaints management and ensure we identify learning and actions. We also have internal processes for reviewing serious incidents and undertaking Individual Management Reviews.

We support a culture of continuous learning, this is underpinned by staff appraisals and team meetings. This enables everyone to play their part in improving the quality of services provided.

We have a Practice Development, Learning and Improvement framework enabling the systematic identification of organisational wide learning, areas of improvement and sharing best practice across the organisation. This includes the use of Practice Learning Alerts, providing timely information, direction and informed judgments about a specific piece of practice for sharing with staff and discussion in team meetings.

Through using our Quality Assurance mechanisms including thematic practice reviews we are able to explore the quality of practice relating to a specific area where we identified a need to improve and develop practice. This will include areas of practice linked to Care Act 2014 duties. An annual cycle of themes for practice reviews will be produced. This will include themed areas over the course of a twelve month period.

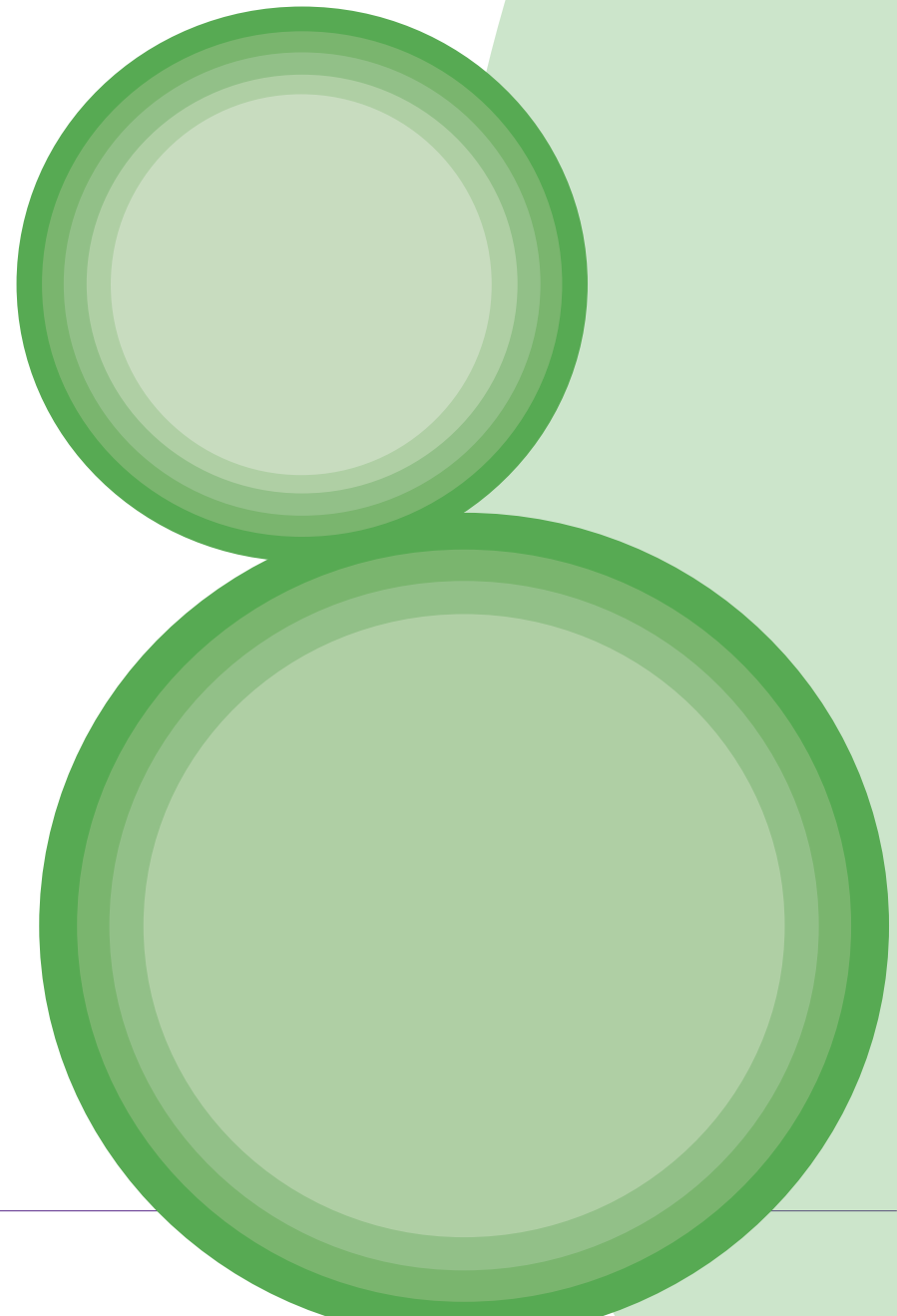


Engaging with research and evidence

The West Midlands Adults PSW network are supporting WM ADASS in building a research culture for adult social care. This work, supported by our Principal Social Worker included over the last 18 months, the appointment of three research champions (one of which is a Coventry social worker), undertaking a research study based on research mindedness in adults social care, supporting development of Local Authority research engagement plans, engagement with the West Midlands Social Work Teaching Partnership to create research dissemination models via research seminars, hosting dedicated research engagement events, developing a NICE guidance resource for social work practice and access to British Journal of Social Work for all Local Authorities.

In Adult Social Care we participate in research and provide access to knowledge and learning resources to enable staff to learn from research, evidence and best practice. In 2024 we started to host 'Research Circles' which brings together practitioners and academics to attend a reflective session to read and review a piece of research which has been recently published.

The Council's commitment to research is evident by the Coventry Health Determinants Research Collaboration (HDRC) led by our public health team. The HDRC Coventry is a collaboration between Coventry City Council, Coventry University, University of Warwick and a range of partners within the community and voluntary sectors, with support from UHCW NHS Trust and University College London. This is providing opportunities to develop research skills, research ideas and next generation of research leaders.



Delivering improvement

We have delivered improvement across a range of areas in 2023/24 including:

Workforce development

Although our workforce survey indicates that people feel well supported and valued by Coventry City Council. Where we have turnover, this is particularly within the first two years of service (although a large proportion of our workforce remain with us for over five years). Listening to our workforce and developing our workforce skills in order to appropriately support the population we serve is a key priority.

Improvements include:

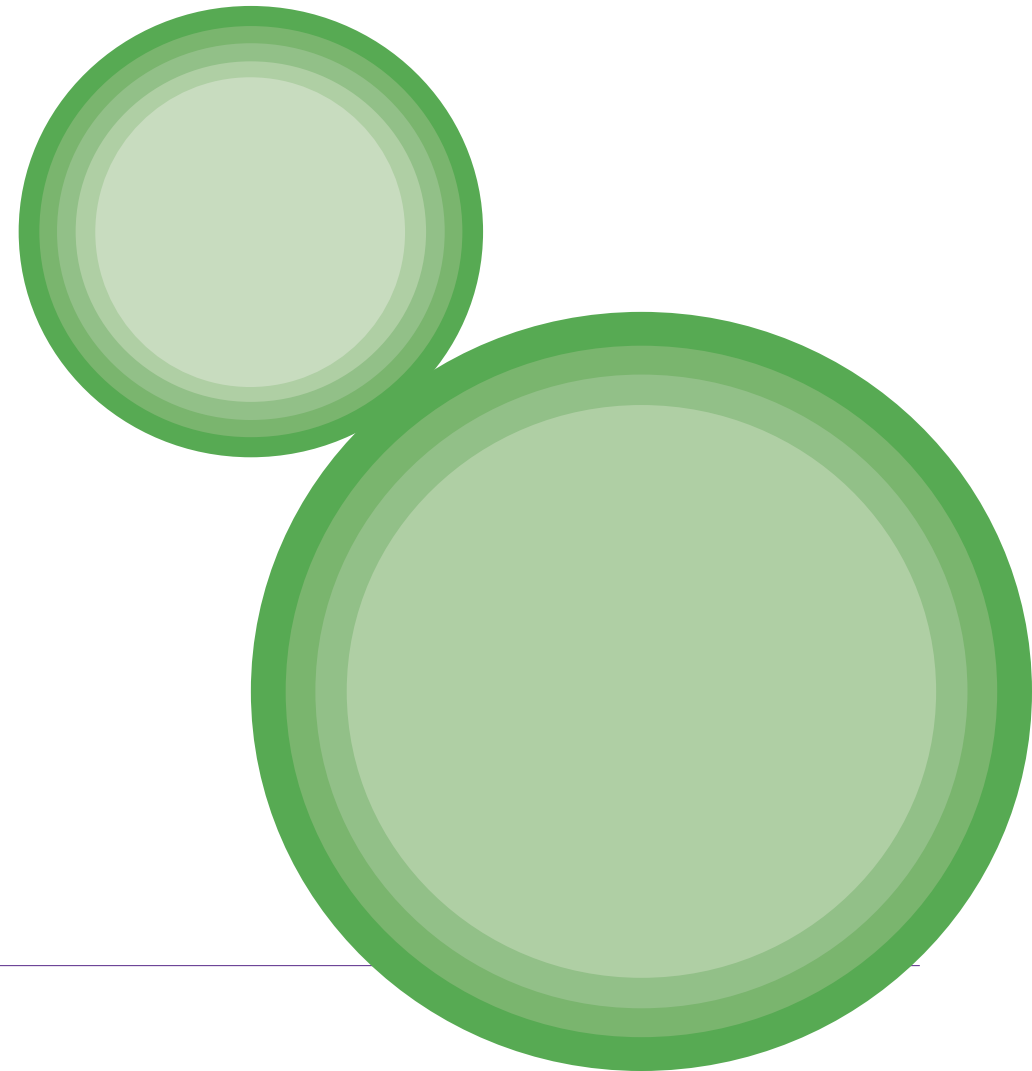
- Our recruitment - by including supportive video's particularly for mental health where recruitment was most challenging. The videos featured an expert by experience talking about her experience of our services alongside a social worker.
- Links with migration services - to recruit from those moving to Coventry from new communities.
- The Implementation of 'stay interviews' - so we understand what makes people stay working for Coventry rather than just why people leave.
- Undertaking council wide focus groups with employees from visible ethnic minorities - to understand and improve, where required, on their experiences as employees working for the city council.

Our reviewing approach

As well as providing an essential check as to whether someone's care and support needs are being appropriately met our approach to undertaking reviews has evolved to also be an opportunity for change in how we promote choice, control and independence in the way we deliver our services.

Improvements include:

- Revising our processes to maximise reviewing opportunities.
- A core group has been established to build on the choice and control offer.
- Using feedback from reviews to identify market gaps to inform commissioning arrangements.



The voice of the resident

The more we understand the experience of the diversity of residents who seek support from Adult Social Care the better able we are to develop our services and approaches and our workforce development.

Improvements include:

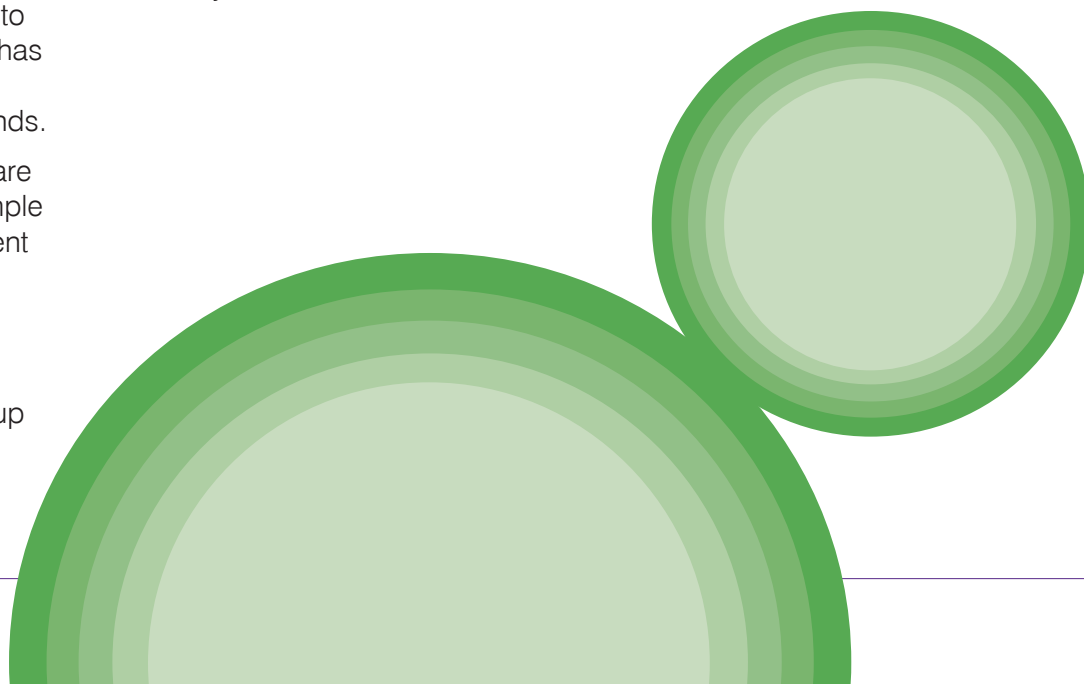
- Holding community engagement events, which started at the end of 2022, and have now become a mainstream part of how we engage (specifically within neighbourhoods and communities whose voices are seldom heard, for example connecting with Faith Forums).
- Using our real time customer survey to help us gather feedback on people's experience.
- Establishing closer working relations with the Council's Migration Team leading to specific posts being created to support those experiencing mental illness.
- Developing information materials to include a wider range of the main languages spoken in Coventry.
- Developing a "We asked, you said and we did" page on our web site to share examples of our responses to feedback - an example of which has been sharing feedback with providers of care to ensure their staff are trained in meal preparation for people from varying cultural backgrounds.
- Contacting those people who subscribe to our regular Adult Social Care news bulletin and ask if they would like to be more involved. For example in the development and commissioning of services, policy development and our information and advice offer.
- Increasing the frequency of experts by experience being present on recruitment panels and in selection processes.
- Increasing the membership of our Adult Social Care Stakeholder Group to improve the range of voices heard in this group.

Developing the social care market

Improving the range and quality within the social care market is an ongoing programme of work to ensure our support offer meets the needs of an increasingly diverse community, as well as the requirement to offer choice, in how care and support requirements are met.

Improvements include:

- Establishing a "creative options" panel of practitioners to enable consideration of alternatives to traditional methods of care at the point of support planning.
- Creating partnerships with local Voluntary and Community Sector Groups to support those people who come to us with needs that do not meet Care Act eligibility criteria to help with the delay and prevention of decline and need.
- Exploring ways to increase the use of Direct Payments to enable greater independence e.g. improving our information and advice offer and ensuring staff are fully trained and confident in the use of Direct Payments.

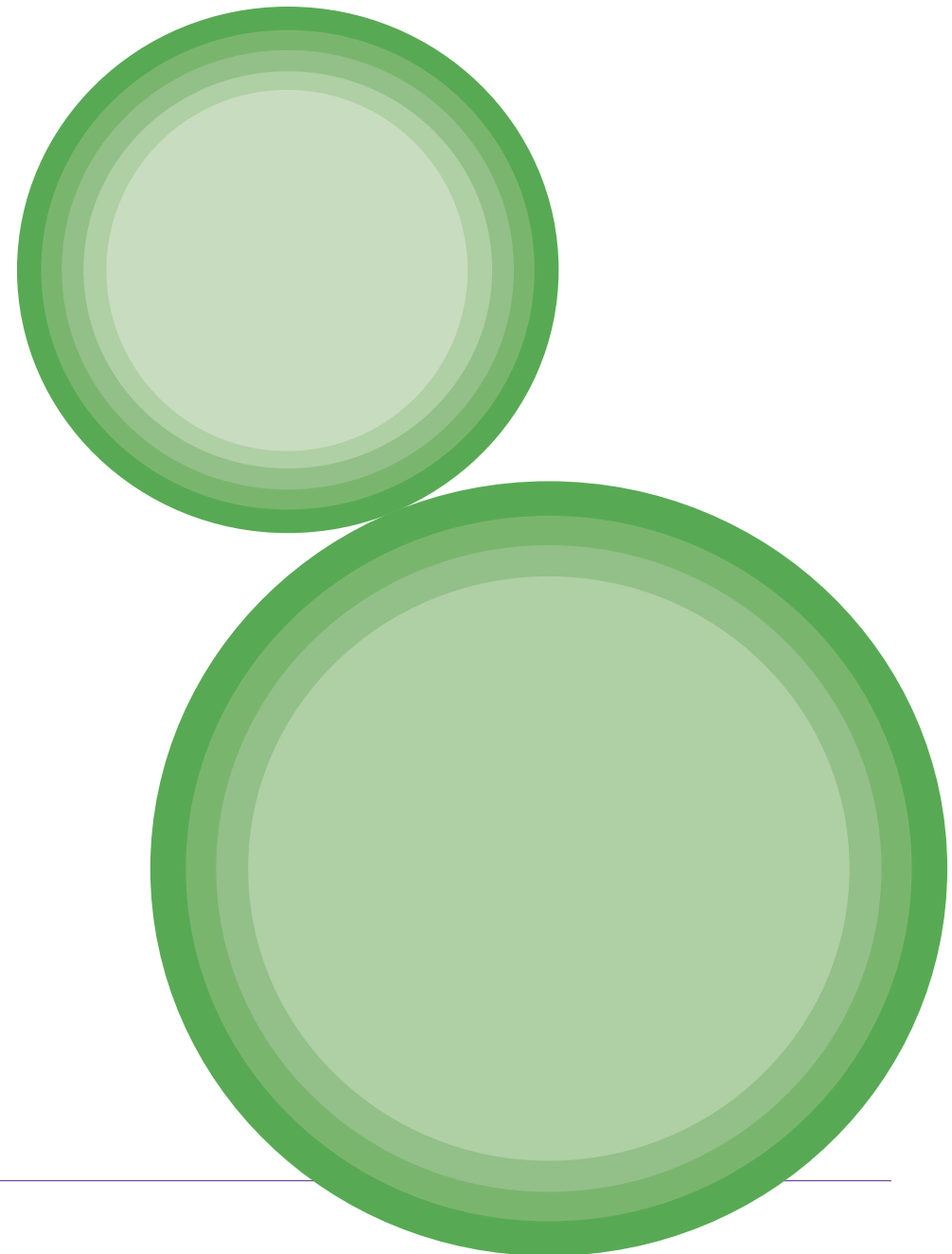


Our use of technology in the delivery of care and support

We are supporting the adoption of Integrated Care Records, digital social care records and are exploring and implementing innovative ways to support falls prevention within care home settings.

Improvements include:

- Secured funding through the Digital Transformation Fund via NHS England (NHSE) and employed a Digital Transformation Officer to work towards ensuring 80% of the Adult Social Care provider market implement Digital Social Care records by 2025. Year one and two targets have been reached with a plan the to moving into year 3 during 2024/25.
- Secured £169,000 over 2023/24 – 24/25 from Department for Science, Innovation and Technology (DSIT) by working with WM5G to; support, identify, design and deliver real-world technology solutions and change management that deliver transformative benefits with a viable return on investment (ROI). The focus for Coventry will be on sourcing digital solutions to support Adult Social Care delivery and efficiencies.
- Implemented Integrated Care Records for Adult Social Care, working as part of the Integrated Care System (ICS) to deliver better outcomes for individuals, minimising the number of times people need to reshare their information and enabling professionals to work in a more integrated way.
- Created an Adult Social Care choice and control working group to offer the time and space to share learning and opportunities across the city to support people in alternative ways, for example through the use of funded technology and networks to enable people with mental health challenges to stay connected with their community and to access on-line support tools.



Agenda Item 6

Health and Social Care Scrutiny Board Work Programme 2024/25

Last updated 20th August 2024

17th July 24
Community Mental Health Transformation Adult Social Care Market Position Statement Refresh
4th September 24
Adult Social Care Performance – ASC Self-Assessment Adult Social Care Performance - ASC Local Account (Cabinet)
9th October 24
All Age Autism Strategy 2021-2026 Implementation Update Suicide Prevention Strategy Carers Support Services – Recommissioning
13th November 24
Health Sector Skills Development
11th December 24 – at UHCW
UHCW – A&E waiting times Virtual Beds Rugby St Cross
22nd January 25
Changes to the POD Service Health and Wellbeing in Schools – joint with SB2
26th February 25 2nd April 25 TBC
Preparing for Adult Social Care CQC Assurance ICB efficiency savings GP/Primary Care Access Access to Dentistry Digital Access to Health Integrated Health and Care Delivery Plan Improving Lives (July 2025) Healthwatch Annual Report Safeguarding Adults Annual Report Sport and Physical Activity Strategy Womens Health Strategy Ambulance Service / Fire Service PALS

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
17 th July 24	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. To bring in the summer.	Coventry and Warwickshire Partnership Trust – (Beth Osbourne), Eleanor Cappell Cllr Bigham Pete Fahy/ Sally Caren/Aideen Staunton/
	Adult Social Care Market Position Statement Refresh	Production of a Market Position Statement (MPS) for Adult Social Care is a legal requirement under the Care act (2014). The document signals to the market, the type and volume of services that the Council wishes to see in the market with associated quality standards. Secure comment from SB5 prior to going forward to Cabinet Member for approval later in July	Jon Reading Cllr Bigham
4 th September 24	Adult Social Care Performance – ASC Self-Assessment	As part of CQC Local Authority Assurance Arrangements Local Authorities are completing a ‘Self Assessment’. This is detailed report identifying how we are delivering Adult Social Care services in Coventry. Our Annual Report mirrors the content of this assessment highlighting some of the work we are doing through examples and spotlights on the support we provide.	Pete Fahy / Cllr Bigham
	Adult Social Care Performance - ASC Local Account (Cabinet)	Report due with Cabinet on the 1 st October and Council on 15 th October.	Pete Fahy / Cllr Bigham

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
		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 are seeking to develop further.	
9th October 24	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 its delivery. Led by the Integrated Commissioning Team	Pete Fahy Jeanette Essex Jon Reading Michelle Creswell
	Suicide Prevention Strategy	A progress on implementation	Jane Fowles Catherine Aldridge Allison Duggal
	Carers Support Services – Recommissioning	<p>The agenda item would cover the intentions to recommission all Carers Support Services in 2025, which covers:</p> <ul style="list-style-type: none"> • Carers Wellbeing Services • Delegated Carers Assessments • Carers Regulated Services (including Contingency planning services, short breaks and preventative support for carers) • Carers Group Based Support <p>The report would summarise Adult Social Care’s commissioning intentions for Carers Services moving forward.</p>	Gabrielle Borro
13th November 24	Health Sector Skills Development	Identified by Members to scrutinise work in the City by partners, including Warwick and Coventry Universities to train and retain health professionals in Coventry. People Board.	Integrated Care System – Rose Uwins / Felicity Davies ICB / Wiebke White

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
11th December 24 – at UHCW	UHCW – A&E waiting times	Discuss what progress has been made to reduce A&E waiting times. To include Clinical Assessment Units / Minor Injuries Unit, and data on emergency readmissions. (Before winter – statistics of what went wrong etc)	UHCW – Andy Hardy Allison Duggal
	Virtual Beds	Identified at the meeting on 15.02.23 – to consider how Virtual Beds work and the technology required for them to be successful.	UHCW CWPT ICB Pete Fahy
	Rugby St Cross		Justine Richards – Jamie Deas
22nd January 25	Changes to the POD Service	A progress on implementation following the item on 17 th January 2024 Clarity and patient safety issues regarding 6 monthly repeat prescriptions. Pack of Assets to be sent to be circulated (including how to use the NHS App and if ID is required to register)	ICB - Rose Uwins Angela Brady
	Health and Wellbeing in Schools – joint with SB2	To look at what is being done to promote health and well-being in schools and universities	Angela Baker, Rachel Sugars, Lily Makurah
26th February 25			
2nd April 25			

Health and Social Care Scrutiny Board Work Programme 2024/25

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
TBC	Preparing for Adult Social Care CQC Assurance	To scrutinise the work being done in preparation for the reintroduction of CQC inspections of Adult Social Care from April 2023.	Pete Fahy
	ICB efficiency savings	An item requested at the meeting on 17 th January to look in more detail at the proposed actions to make significant efficiency savings at the ICB	Rose Uwins
	GP/Primary Care Access	To cover access to GP's and other primary care, particularly in relation to reducing pressure on A&E / Include Pharmacy First	Rose Uwins - ICB
	Access to Dentistry	To consider access to dentistry services. (Tie in with GP/Primary care)	Rose Uwins
	Digital Access to Health	Partners supporting switch to digital	Rose Uwins
	Integrated Health and Care Delivery Plan	To identify which of the 3 areas of focus the board would like to look at. Including work with newly arrived communities.	ICB Rose Uwins
	Improving Lives (July 2025)	A follow up item from the meeting on 10 th April 2024, to review following 12 months of implementation of a whole city approach	Pete Fahy UHCW
	Healthwatch Annual Report	To consider the work of Healthwatch and how scrutiny can use their findings	Ruth Light
	Safeguarding Adults Annual Report	Update	R Eaves Cllr Bigham
	Sport and Physical Activity Strategy	Refreshing the Sports Strategy 2014-24 – Members participation during consultation	Catherine Aldridge / Amy Parker
	Womens Health Strategy	In development/partnership with ICB (Women Health Hubs)	Allison Duggall / ICB
	Ambulance Service / Fire Service	Partnership working	WMAS – Vivek Khashu

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
	PALS		UHCW

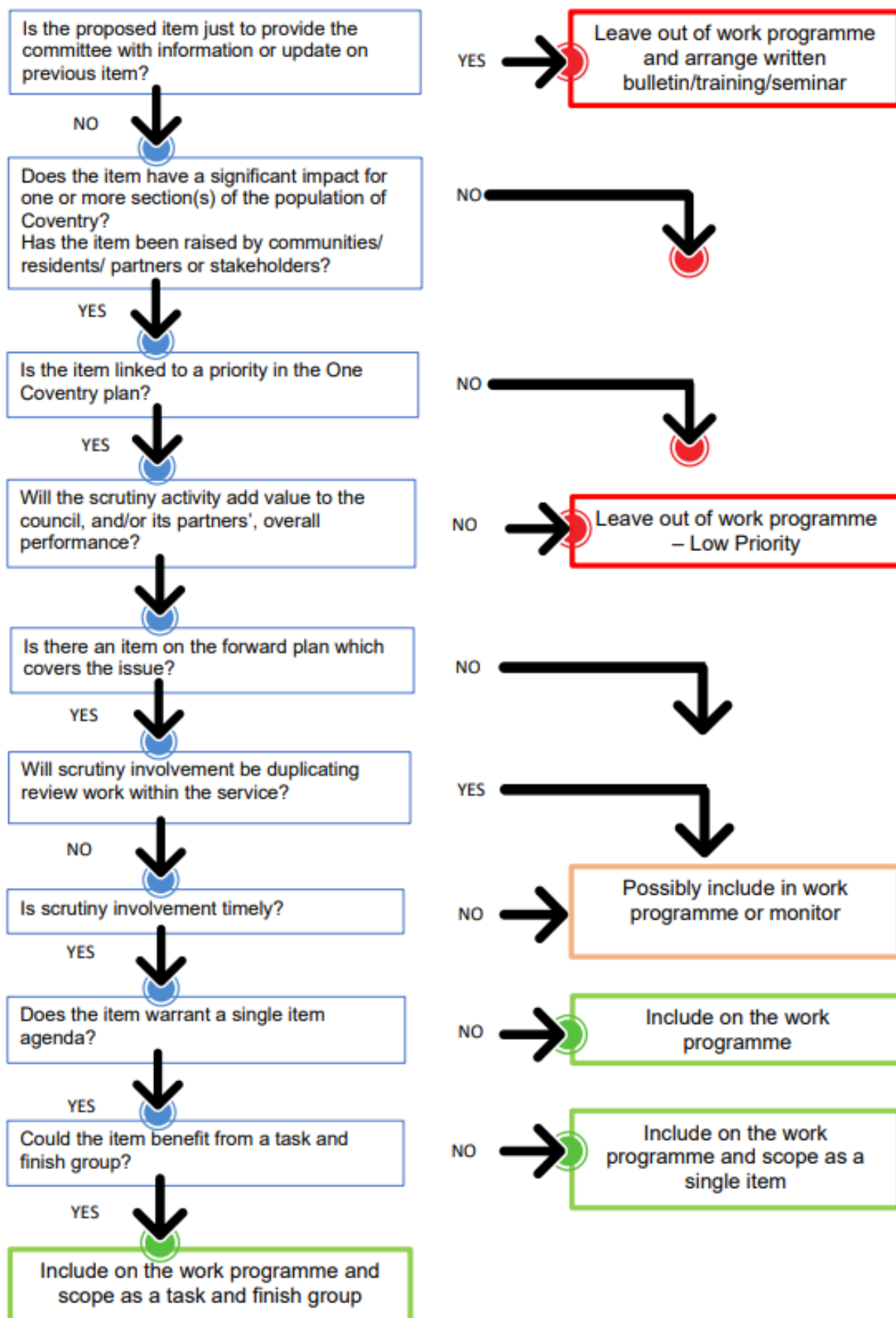
Frequently Used Health and Social Care Acronyms

- ASC – Adult Social Care
- CQC – Care Quality Commission
- CWPT – Coventry and Warwickshire Partnership Trust
- CWS – Coventry Warwickshire Solihull
- DFG – Disabled Facilities Grant
- DPH – Director of Public Health
- ENAS – Extended non-attendance at school
- EOL – End of Life
- 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
- MAT – Multi Academy Trust
- MSP – Making Safeguarding Personal
- PCN – Primary Care Network
- SAB – Safeguarding Adults Board
- SAR – Safeguarding Adults Reviews
- SWFT – South Warwickshire Foundation Trust

Health and Social Care Scrutiny Board Work Programme 2024/25

- UHCW – University Hospitals Coventry and Warwickshire
- WMAS – West Midlands Ambulance Service
- WMFS – West Midlands Fire Service

Work Programme Decision Flow Chart



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