

# Adult Social Care Annual Report 2023/24

(Local Account)

**People's Stories**

**Our Adult Social Care Offer**

**Our Key Achievements**



Coventry City Council

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





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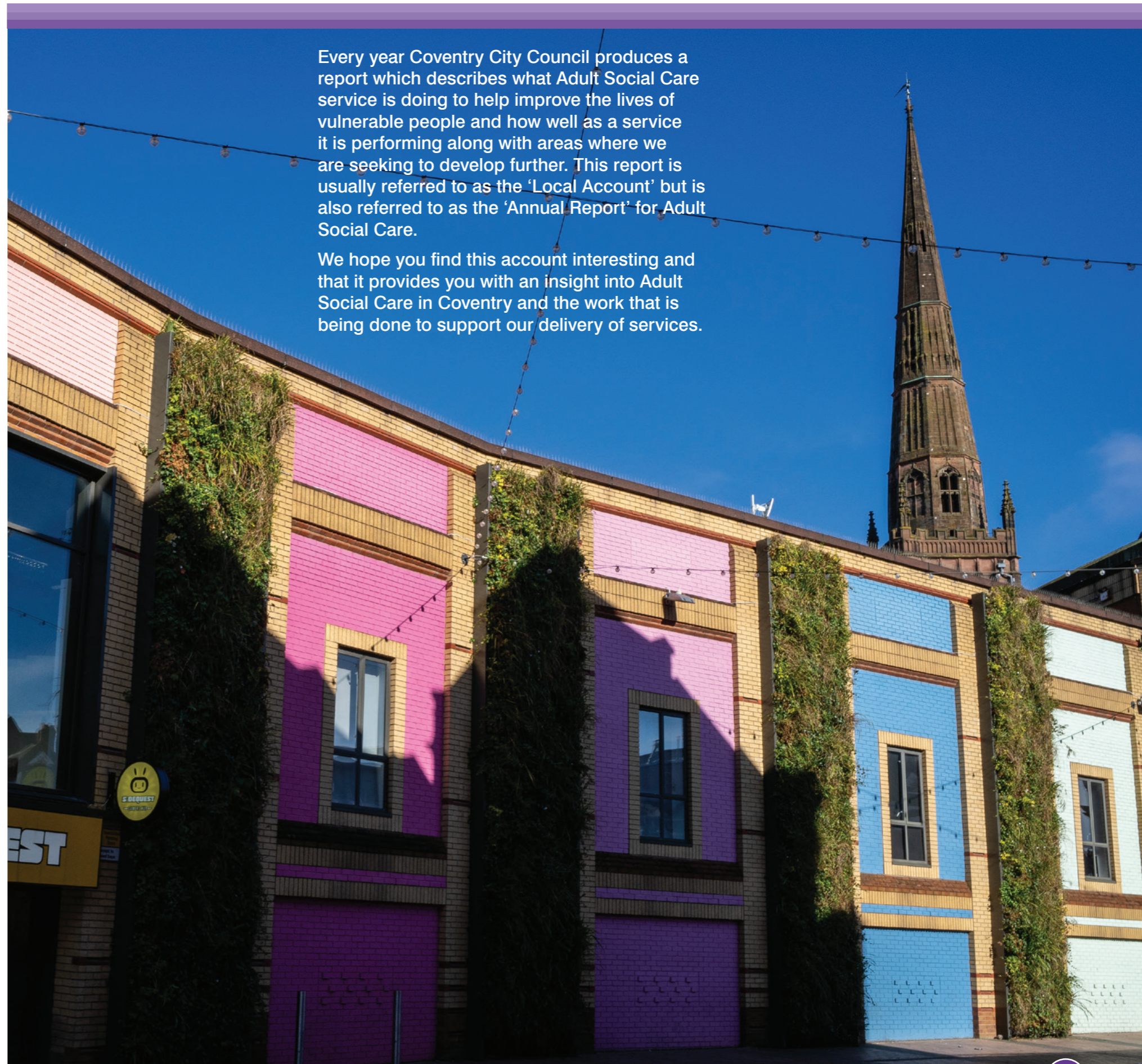
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# What is the Local Account?

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.



**Councillor Linda Bigham**

Cabinet Member for Adult Services

**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.**

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.

**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](mailto:getinvolvedasc@coventry.gov.uk)**

**We would love to get your thoughts.**





# 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

» 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](http://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](http://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.

# 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](http://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](http://coventry.gov.uk/ascoffer)



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







# 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.

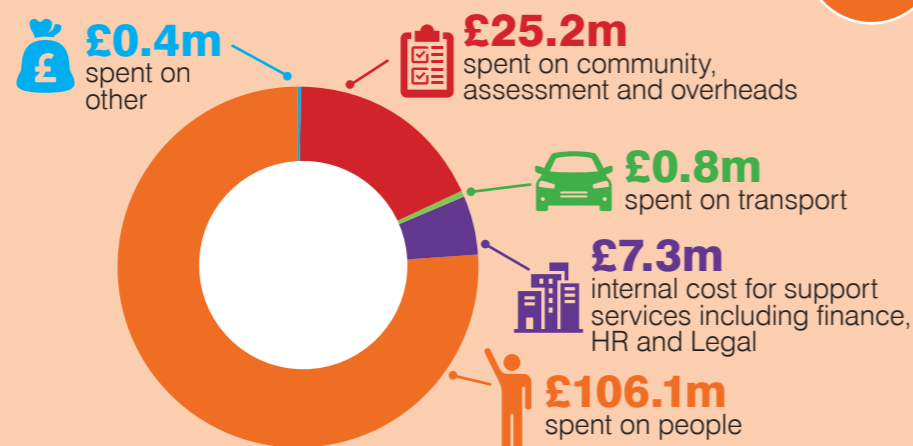
## BUDGET - Money Matters

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.



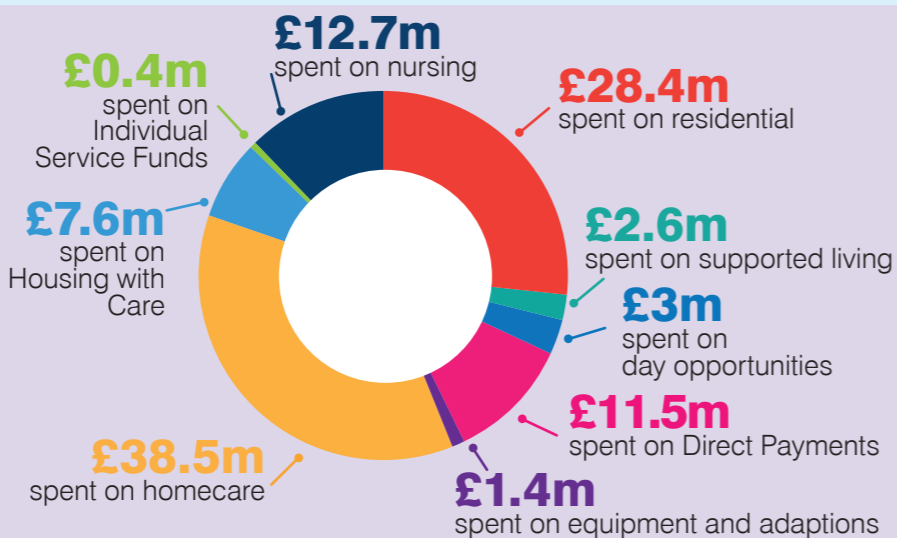
The 'Spend on People' referred to in the chart is

# £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](http://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.



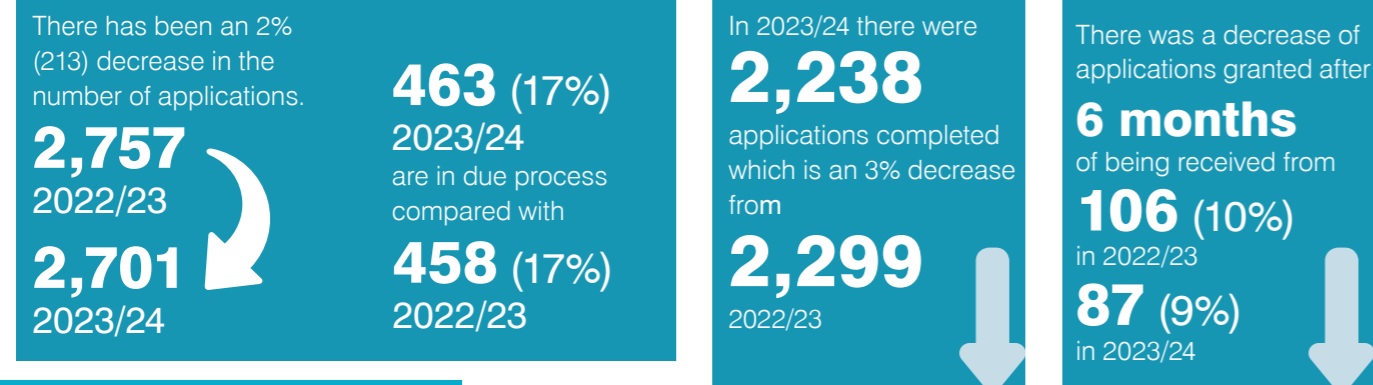
We continue to closely monitor all our activity and use 'sampling' audits and develop improvement plans when we need to look into our approaches in more depth.

## 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](https://digital.nhs.uk/data-and-information/publications/statistical/safeguarding-adults)

## Deprivation of Liberty Safeguards (DoLS)

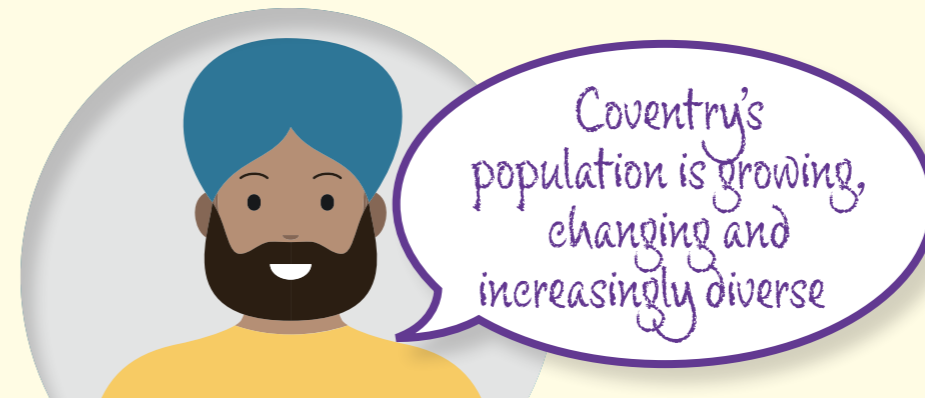
The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. The safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.



## 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.

## Demographics Coventry the City - Drivers of Demand



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 workforce The people that provide support where required



**1034**   
Internal staff (includes housing)

**81.6%**  Female staff

**18.4%**  Male staff

Average age of workforce  
**48 years**

**63%** workforce aged over 50  
**65.57%** of the workforce is white

Vacancy rate is  
**13.15%**



**28.34%** of workforce is Minority Ethnic

Leaver rate is  
**11.45%**  
117 people

New starter rate is  
**12.67%**  
131 people

The wider Adult Social Care workforce in Coventry amounts to

**9,600 jobs**

which includes staff working in 190 CQC registered establishments

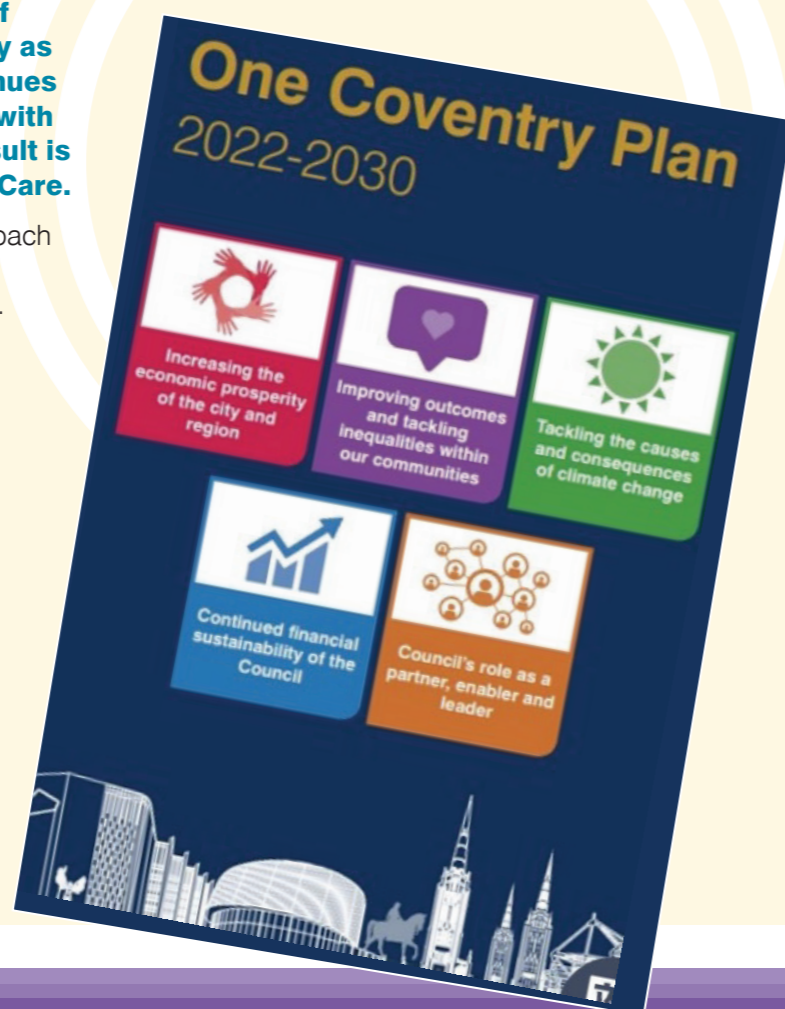
## Our Key Achievements

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](http://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.**

\*Person's name has been changed to protect their identity\*

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'*



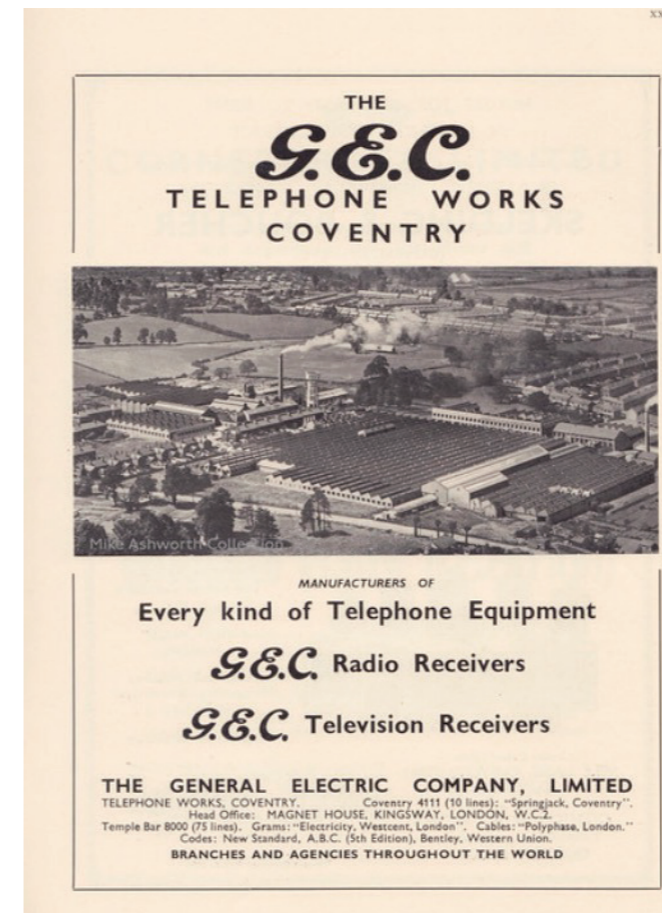
Coventry has been an asylum dispersal city for asylum seekers and more latterly a "city of sanctuary" in respect of migrant populations. Coventry's Council webpages offer useful information to newly arrived communities including people who are seeking asylum, have been granted refugee status by the Home 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](http://coventry.gov.uk/immigration-asylum/newly-arrived-communities)

## 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'.

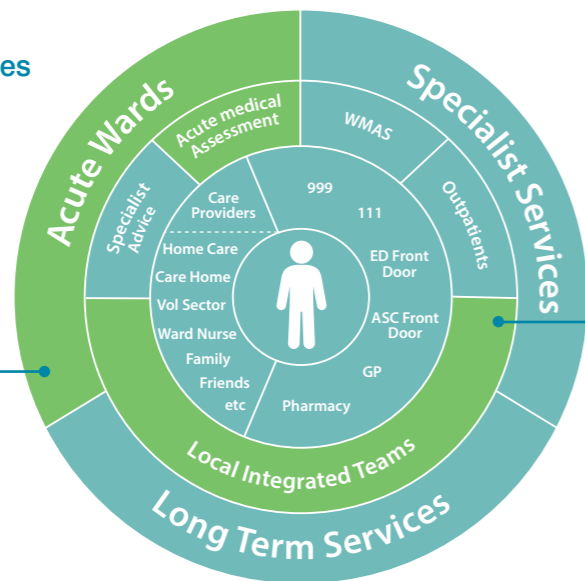
The 'Improving Lives' Programme is about fundamentally changing the way we support people in Coventry with urgent need. People's experience of health & social care won't be dictated by the services we have, but rather by what they need. Improving Lives is a Coventry Care Collaborative programme delivered 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](http://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.

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

1

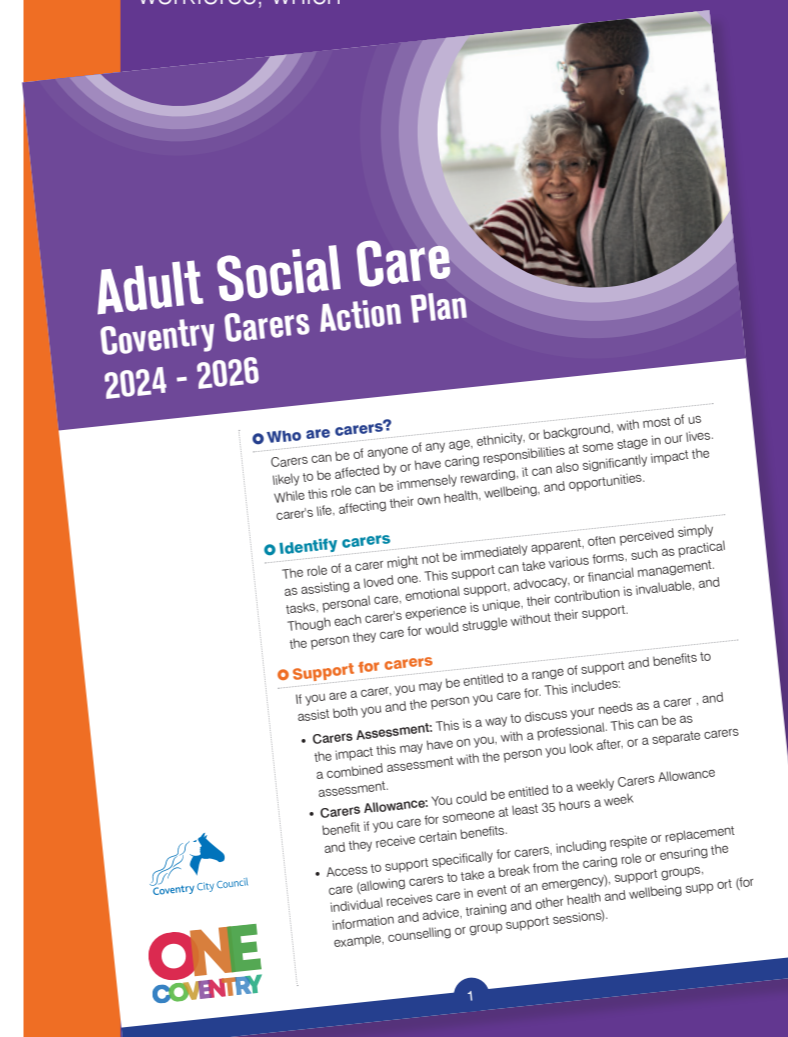
**Empower carers with flexible respite options ensuring they can take breaks**

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](http://coventry.gov.uk/carersactionplan)



## EQUITY IN EXPERIENCES AND OUTCOMES

### Phil's Story – expanding his horizons



#### 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.

Improving outcomes and tackling inequalities within our communities

#### 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'.*



# 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.



Increasing the economic prosperity of the city and region

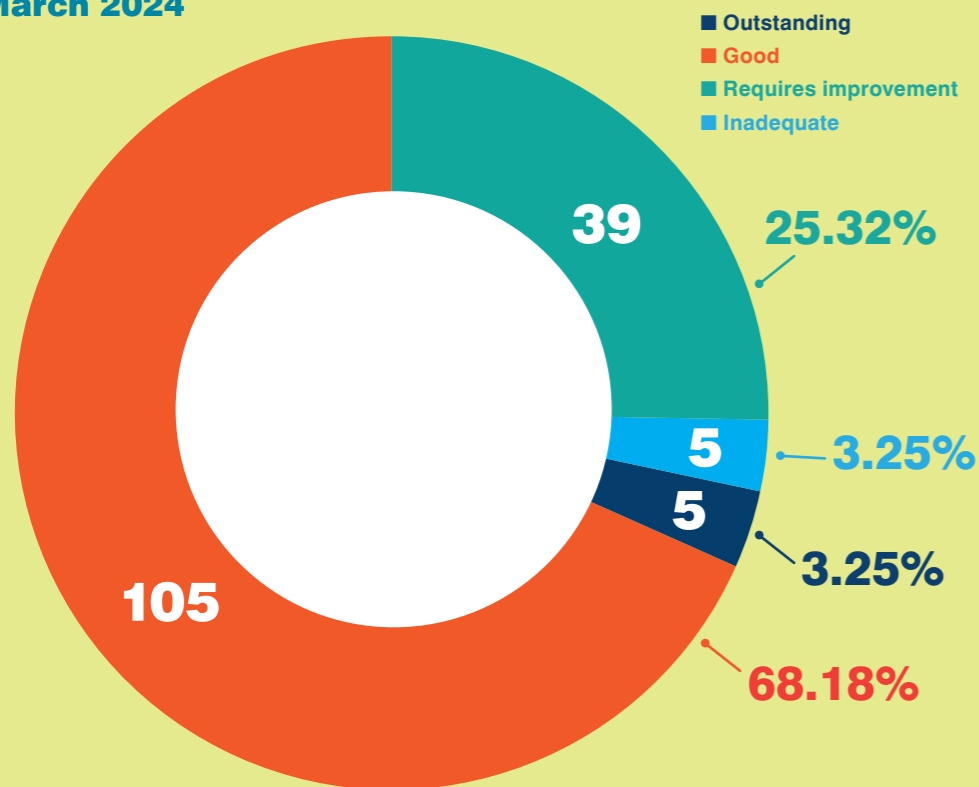
## CARE PROVISION, INTEGRATION AND CONTINUITY

### 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.

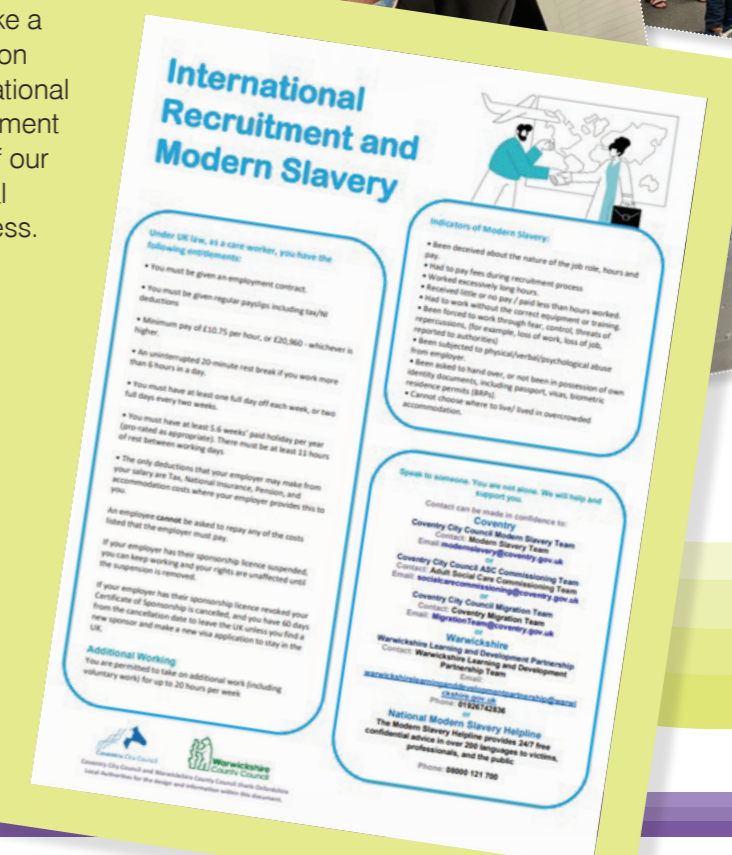
We were successful in a bid with Warwickshire County Council to receive some funding to develop our approach in partnership with West Midlands ADASS. With the funding we did the following;

- 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.





**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](http://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

# LOVE 4 Life

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*

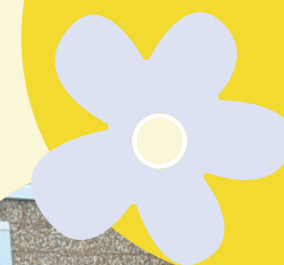
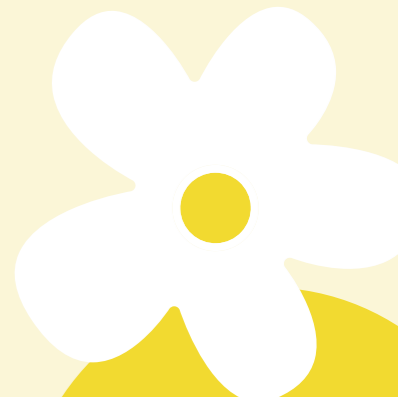
*Steering Group between those of us living with dementia and bringing our lived experience and the 'professionals' and that we all have an equal voice. I always feel that my input is respected and valued. Being on the Steering Group opened the doors for me to set up and run a very well attended dementia 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 Wire 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".*

## 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.

## 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.  
Planning issues.  
Welfare, benefits, financial support and advice.  
Access to employment, training and voluntary work.  
Education and learning.  
Support to carers in their role, including care needs.

**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  
CDPH@coventry.gov.uk

**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 CDPH@coventry.gov.uk

**THE DEMENTIA CARE AWARDS WINNER!! - INSPIRATIONAL PERSON LIVING WITH DEMENTIA - 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.

**WITH CHALHAN MS: (Healthcare ethics and law)**  
Health and well-being specialists AMBA CARE SOLUTIONS  
Both offers advice and support. Any help, phone calls, writing attendance allowance and power of attorney. ALSO fun games, lovely chats and most importantly a listening ear.

**ANGELA THORNTON**  
QUALIFIED NLP Practitioner & Diploma in counselling.  
Are you struggling? Angela is available to talk to about any concerns you may have as she will arrange to hire a room at the hub (07793437448)  
Sessions every 4 weeks on a Friday 2.00pm - 3.30pm. All are invited for drop in and advice.  
Dementia & specific queries that require more advice.

**ADMIRAL NURSES**  
Sessions every 4 weeks on a Wednesday 10.30am - 12.00pm.  
Dementia & specific queries that require more advice.

**DAVID SMITH**  
BENEFITS WELFARE OFFICER  
ANY GOVERNS BENEFITS FOR FAST HOME GOVERNANCE ADVICE  
WEDNESDAY 10.30am - 12.00pm

**FORGET-ME-NOT CAFE**  
Monday - Friday 08:30 - 14:30  
A social space where EVERYONE IS WELCOME!!!  
FULL BREAKFAST AND LUNCHTIME MENU AVAILABLE

**HOME INSTEAD 11:00AM - 1PM**  
Provide Home Help with all Personal Care, Personal Care, Household Chores, Laundry, Light Therapy, Light Therapy to Live in Care, Therapy, Home visits or care assessments & reviews. All your care needs.

**WEST MIDLANDS POLICE**  
Ellie Fryer holds a session every month 11.30am - 1.30pm. Please see website for details.

**COUNCILLOR STEPHAN GRAY AND ESTER REEVES**  
Drop in sessions on the central hub every month 11 am - 1pm. If you wish to speak to them privately please get in contact on 02476 251222 or email: CDPH@coventry.gov.uk

**ADAM**  
Bus route from the city centre (outside Sainburys) Route 3/56 to Everdon road.

If you are interested in supporting/getting involved in our work, please contact Lena Tovey on [Valena.Tovey@coventry.gov.uk](mailto: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 of 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 a 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](mailto: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!



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](https://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 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.



**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.

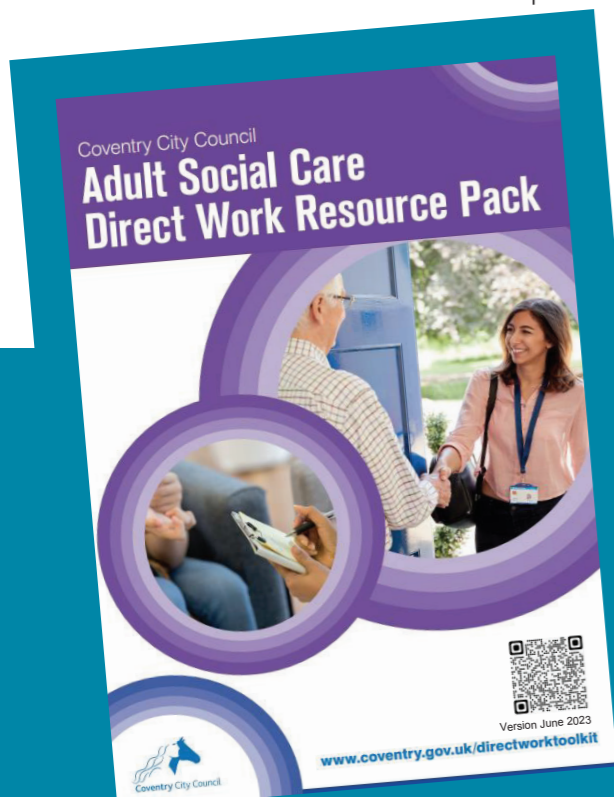
Thomas' Uncle, Karl, said

*'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://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](http://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



**Council's role as a partner, enabler and leader**



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/CSAReportsandplans](https://coventry.gov.uk/CSAReportsandplans)

## 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.

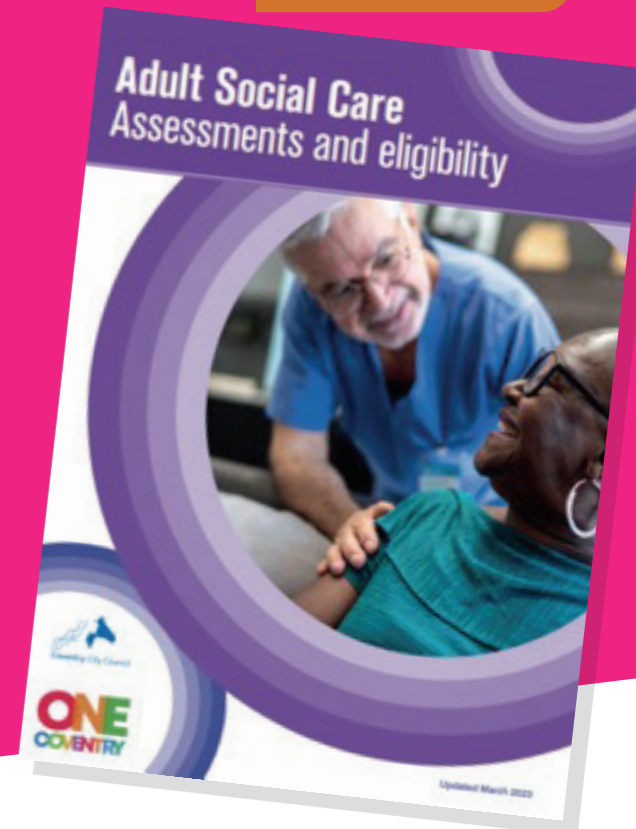
This approach includes regular performance reporting and analysis of information and data. Performance data which focuses on critical areas and ensures there are no gaps in our understanding of how we are operating. Some of this data and analysis can be found earlier in the Annual Report on pages 10 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

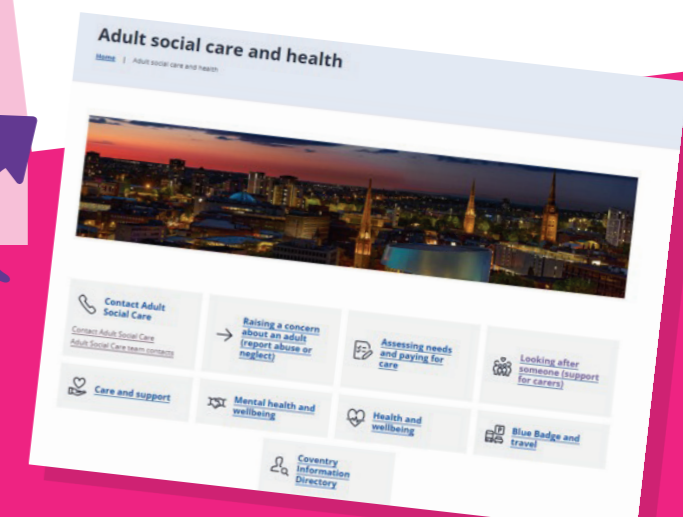
planning and how we use resources.

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](https://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](https://coventry.gov.uk/ascexperiencesurvey)

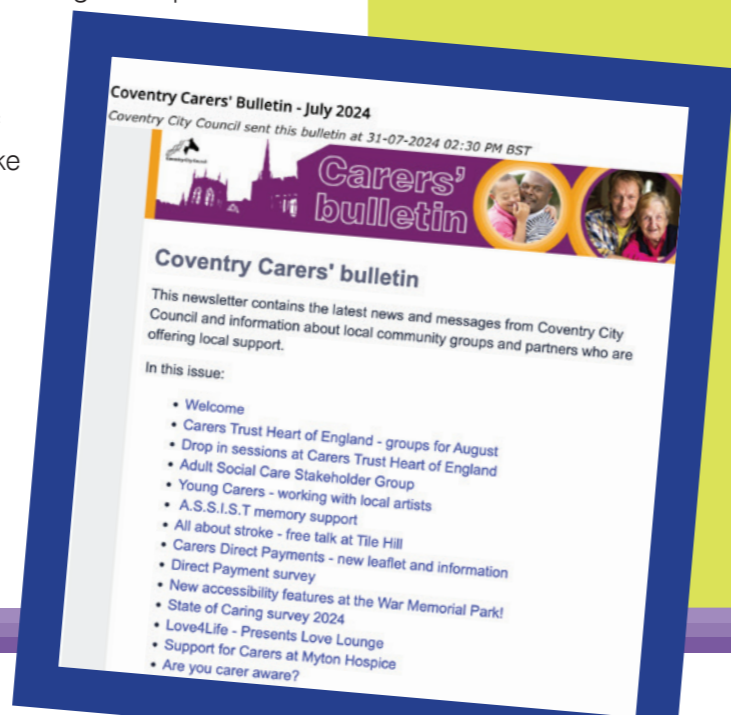
[coventry.gov.uk/ascexperiencesurvey](https://coventry.gov.uk/ascexperiencesurvey)

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](https://coventry.gov.uk/ASCBulletins)

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



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](https://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.



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.**



**Improving outcomes and tackling inequalities within our communities**



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](http://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](http://coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care)

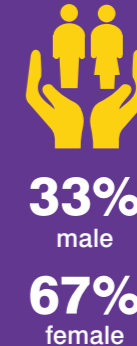
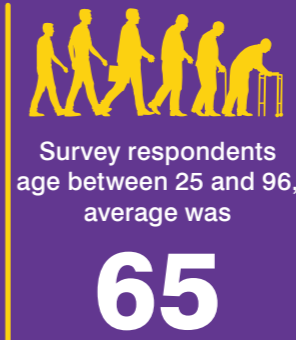
## PERFORMANCE HIGHLIGHTS

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

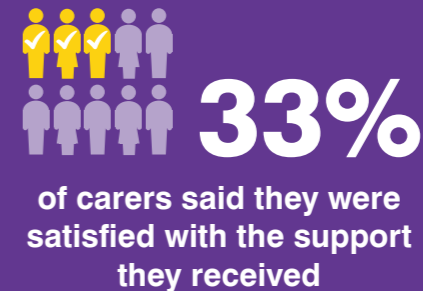
A random selection of people with caring responsibilities who received an assessment or review within 12-month period prior to 1 September 2023



#### 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

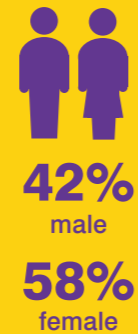


The next Carers' Survey will be undertaken in 2025/2026

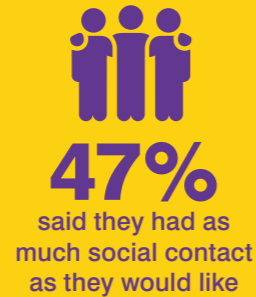


## Understanding the views and experiences of Adult Social Care PEOPLE WITH CARE AND SUPPORT NEEDS 2023/24

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



Enhancing the quality of life for people with caring responsibilities



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



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



## 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](http://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.

### Complaints and Compliments



In 2023/24 we received

**86** complaints

BUT **3x more** compliments

**286**



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](http://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](http://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'*



### 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.



### 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](https://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)





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 Councils 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 [sharedlives@coventry.gov.uk](mailto:sharedlives@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/downloads/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

### 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' bringing 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 of 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 field team)

<https://www.coventry.gov.uk/downloads/download/7491/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

### Meeting Standards

Reviewed, updated and produced a new suite of public information for Adult Social Care, Ensuring public information role 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/4244/safeguarding-adults-information-leaflets\\_and\\_posters](https://www.coventry.gov.uk/downloads/download/4244/safeguarding-adults-information-leaflets_and_posters)

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

### Practice Leadership

Elected Co-chair of the West Midlands Adults Principal Social Worker Network until 2025 (chaining 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 CoC assurance preparations

Member of S75 Board and ICB professional leadership governance boards

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### 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/downloads/download/5/safeguarding-adults-board/workforce-development-5>

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/download/39258/adult-social-care-engagement-involvement-and-coproduction-it-a-out-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/1393/annual\\_report\\_for\\_adult\\_social\\_care](https://www.coventry.gov.uk/info/192/adult_social_care_strategies_policies_and_plans/1393/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](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 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](http://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

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

### Other Organisations

<b>Age UK Coventry</b>	Supporting adults 18+ providing information and advice, support and groups.	<b>024 7623 1999</b>
<b>Alzheimer's Society Coventry</b>	Supporting adults with a diagnosis of dementia and their families with the provision of information and advice and group-based support.	<b>033 3150 3456</b>
<b>Carers Trust Heart of England</b>	One-stop shop for unpaid carers of all ages.	<b>024 7663 2972</b>
<b>Coventry &amp; Warwickshire MIND</b>	Support for people living with a mental health condition.	<b>024 7655 2847</b>
<b>Macmillan Cancer Support</b>	Cancer Support Service.	<b>024 7696 6052</b>
<b>Healthwatch</b>	Independent organisation supporting people to have their say in health and social care services.	<b>030 0012 0315</b>
<b>SEND Information, Advice and Support Service</b>	Providing information and advice to young people with disabilities and special educational needs.	<b>024 7669 4307</b>





## Special thanks to...

**Afsaneh  
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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](mailto:getinvolved@coventry.gov.uk)**

**You can contact Adult Social Care Direct at:**

Email: **[ascdirect@coventry.gov.uk](mailto: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](http://www.coventry.gov.uk/adultsocialcare)**

If you require this information in another language or format, please email

**[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)**

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

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