

Making it Real

Shropshire Adult Social Care

Local Account 2018-19

August 2019 - issue eight

Our story continues...



**'Terror and Joy' -
Direct Payments help
Grace get her life back ...**

**Adapting Consumer Technology
for use in ASC**

**We laugh and cry together
like a family -
Phil's road to recovery**



The Local Account is..

...Shropshire Council's annual magazine about adult social care. True stories from real people about what's worked and what hasn't, how real experience can trigger change and improvements. I'm Jon Hancock, Chairperson of the Making it Real Board. You can read more about Shropshire's Making it Real groups on page 4.

It's nearly six years since Shropshire Council committed to Making it Real and I volunteered from the start, while caring for my Mum.

I have built a bit of a reputation for straight talking, maybe too straight sometimes, and asking questions. I constantly ask Shropshire Council managers: "How can you tell if the adult social care system you manage is meeting people's needs?" "Does support make any difference?" "How can you tell if people are getting the most out of life?"

Listening to stories about daily life from the people who make use of adult social care services and support helps the council understand what really happens. Without that understanding it's difficult to improve.

We've taken this idea from an organisation called Think Local Act Personal; their Making it Real initiative sets out what good personalised care and support should look like:

<https://www.thinklocalactpersonal.org.uk/makingitreal/about/six-themes-of-making-it-real/>

Personally, I believe that people with real experience who have been on the receiving end of the care system at its best or worst are the best people to ask for advice. 'Making it Real' gives us the chance to do this.

This issue of the Local Account shares some of those experiences. We hope it will keep you informed, guide you to information and inspire your own thinking about the future.

Jon



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Find us on Facebook 'Shropshire Choices'

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact 0345 678 9044

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Foreword – in conversation...

Councillor Lee Chapman and Andy Begley director of adult social care, health and housing, discuss their views on the Local Account, and the challenges, successes and aspirations for social care in the coming year. You can view their interview [here](#).



What do you think of the Local Account?

Lee – “It’s a great opportunity to share what’s good, what’s not so good, and what we’ve done to achieve our priorities for the year.”

Andy – “The thing about the local account for me is that it’s full of personal stories; real people taking the time to tell us about their experience.”

What have been your key achievements?

Andy – “Becoming one of the top councils for getting people out of hospital quicker (see page 6), and promoting social care to attract the right kind of people into the sector.”

Lee – “We’ve done exciting work around Social Prescribing (see page 9) with enthusiastic GPs across the county. Our work has been recognised nationally and I’m excited that it continues at pace.”

What is your vision for the next year?

Lee – “There’s some real excitement and energy around the proposals with the health service about Care Closer to Home (see page 7). We’ll continue to work with health and voluntary agencies to provide better services to the community.”

Andy – “For me it’s how we can provide the support people need much earlier in their lives that will keep them independent for far longer. There’s also something about using the data that we have (see page 16), to better predict where and when people may start needing help. We can then intervene to greater effect. I’m really excited about how we might get into that kind of work.”



Our priority in adult social care is to help people live as independently as possible throughout their lives. Whilst we still face significant financial and demographic challenges, we must ensure people can make informed decisions about care choices, enabling them to have control without necessarily relying on formal social care services. For those who need that extra support, we will remain focused on enabling residents to live independent lives, with access to good quality services within their community.

Our Local Account helps demonstrate how we, along with our colleagues in health and the community and voluntary sector, are doing this. We hope you find this issue of the Local Account interesting and informative and welcome your comments.

Picture at Greenacres Farm (left to right): Nick Gronhoug, Phil Sankey, Liam Cox, Andy Begley, Haydn Dromgool, Kenny Jones, Carl Simcock, Peter Davis with Councillor Lee Chapman in the foreground.





SHROPSHIRE



Passionate about adult social care? Join the conversation. Have your say and make a positive difference.

Making it Real Advisory Groups are made up of people who have an interest or are involved in social care services for adults.

The Advisory Groups make recommendations for areas to develop and improve.

If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then get in touch. Your own experience can help change things for the better.

If you'd like to discuss concerns, experiences or wish to contribute ideas then join our friendly meetings. There are currently three groups located in Ludlow, Shrewsbury and Market Drayton.

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

Making it Real Advisory Groups meet throughout the year. For meeting dates, visit www.shropshire.gov.uk/making-it-real You can also view a video of us **here** or search Shropshire Making it Real on YouTube.



Clenton Farquharson from Think Local Act Personal in discussion at last year's Partnership Summit.

Update from Making it Real

The last year has seen Making it Real's influence continue to grow and bear fruit in Shropshire.

Two successful Partnership Summits brought partners together to collaborate and share.

We want to strengthen relationships between Shropshire Council and the community it serves.

After lively and productive discussions, we are close to producing an Experts by Experience engagement policy. This important document will support and encourage people to contribute their experiences and expertise to help shape services.

Our Making it Real Board has worked with Shropshire Council adult social care to re-think its Direct Payments scheme. A new approach is being explored, looking at a more creative model in which individuals can have more choice and control about how they use their direct payment.

An open invitation for representatives to attend the adult social care director's management team meetings; a brave move which allows Experts by Experience to help shape our social care system.

Finally, we were invited to speak at the launch of the new version of Think Local Act Personal's Making it Real framework. This framework helps Shropshire shine a light on social care services; asking for a commitment to a set of 'We statements'. These statements define what good care should look like.

It was a privilege to talk to an audience which included the Minister of State for Care,

Caroline Dinenage MP, about how we do things in Shropshire.





Adult Social Care here for you around the clock

Adult social care plays a crucial role in enabling people to stay safe and well. We are proud in Shropshire to have highly professional, caring and loyal staff who work around the clock to advise, support and enable people to remain independent.

Here's just a selection of the services we offer to help you and your loved ones remain independent for longer and live the lives you all want.





Social Work Team of the Year - Shine the light on success in Shropshire



“Every member of the team is highly motivated and committed. Their compassion and values are evident daily.”

Clenton Farquharson MBE, Chair, Think Local Act Personal.

2018 saw Shropshire’s Integrated Community Services team (ICS) win the prestigious national award for Social Work Team of the year. This was a tremendous achievement, recognising what they do to help people out of hospital and keep them out.

70 staff provide short term support for patients who are ready to leave hospital. This involves paid carers, nurses, occupational and physiotherapists working to help people regain skills and independence. This will usually be at home or as close to home as possible.



Louise works for ICS and she attended the award ceremony. For her, “winning the award was so exciting. You don’t expect to be thanked but to receive the award was incredible.”

“ICS play an important role at a time in life that can be very stressful for many. In ICS we try to speed up the process and get people home quickly. We provide the support or rehabilitation that people need to be comfortable back at home. And we organise ongoing support should people need it”.

“We also work to keep people from going into hospital in the first place, perhaps after being put in touch by a local GP or other partner organisation”.

“It’s been a busy year for this award-winning team. Whilst achieving stretching national targets we have had a profound impact on people’s lives.”

Well done ICS. Keep up the excellent work.



Anita Gikari from ICS in discussion with NHS staff about patients going home.



Here are a few more examples of social care and the NHS working together to help people remain independent at home.

- **Frailty intervention team** – a service at the front door of Royal Shrewsbury Hospital to get patients aged over 75 quickly assessed, treated and discharged safely back to their own homes.
- **Extra care units** – a place where couples or single people can live, and continue to receive therapeutic care and support as they get ready to move back to their own home.
- **Carer support after hospital discharge** – when a loved one leaves hospital it can be a time of increased challenges for carers. Carers Trust 4all offer support across Shropshire.
- **SaTH2Home** – providing rapid, same day domiciliary care for patients waiting for care at home to start.
- **Bespoke night time support** – ‘Two carers in a car’ who can travel to any household within the Shrewsbury area to provide support between 10pm and 7am.
- **Care Closer to Home** – aims to help people, over 65, with a number of health conditions, get care and support from the NHS and Shropshire Council in their own home or local community.

Why I backed ICS to win

After receiving support to return home, Mick supported ICS in their nomination for Social Work Team of the Year.

He explains why:

"Recently I've had pneumonia on my right lung and I went into hospital. I felt that I was passed around a lot, then Alycia from ICS came into the picture. Nothing has been too much trouble since.

After hospital, Alycia arranged time in a local care home before I could come back to my flat. She worked with the housing association to make sure that they got the flat in order. Straight away she organised a hospital bed for the flat and she made sure the boiler was fixed. When I told her that I didn't think I'd be able to get out of the bath she made sure that the very next day people came to measure up for handrails to assist me. She's thought of so many things such as informing the Fire Service that I'm on the top floor. In an emergency, I wouldn't be able to rush out of the building and now they know that. Simple things like that have reassured me; it's the little things that are important. I'm sure we're all different and I'm sure she has a lot to put up with but if I ask for anything she'll try to organise it. She's the kind of person who will say if it's impractical. Honesty is important.

My confidence is now growing. I want to be able to get out and about as well as be independent at home. That's the next phase. For this team, it's not just a job. They have taken on a whole project with me. It's about people like me being able to work with someone who is always ready to listen and respond. It's about what matters to me and how we get to that".



Becoming an adult – the work of the Preparing for Adulthood Team

Last year we spoke with Kelly Kubilius about the work of her new Preparing for Adulthood team. At that time we spoke about 'transition' but we are pleased to see that now discussions talk about what young people want as they become adults.

The role of the team is quite simple. Social workers support young adults with additional needs as they make the move through school into the adult world. As Kelly says, "It's our job to meet young people and help them think about what they want to do with the rest of their lives. We build strong personal relationships with young people and with partners, we make connections and challenge providers of services to be more creative about what they offer for young adults."

"Options were sometimes limited in the past, so after leaving school a young person may have stayed at home, gone into residential care or perhaps full-time day support. Times are changing, and now young people are moving into adulthood with their own houses and their own job. Our role is to open the eyes of young people and their families to what can be achieved. Young people now have their own aspirations and options."

A great example of this can be seen in the story of Jude (we've changed his name because he doesn't like publicity), a young man who wanted to be a chef. With his support needs, even two years ago, his options might have been limited to day time support at day services. Good for some but not for Jude. Instead, 12 months of intensive support from the Preparing for Adulthood team and liaison with health services mean that he can manage his own needs and he's ready to move into a job.

The team are committed in their new role. You could say they are 'tenacious' as they make efforts to find and create opportunities for young adults. This could involve supported internships and employment or supported living. If opportunities are not available the team will challenge providers, such as colleges, to offer different options. A senior social worker, Barry, may have been joking when he described one of the team as a 'Tracy Warrior Princess', but he was referring to her 'courage and energy'. He knew that if Tracy saw a young adult with a learning disability that was not reaching their potential she would leap into action. Her commitment is the serious point behind his joke.

Others have said similar things;

"I really envisaged a life for my daughter where she never left home and lived an existence in isolation of peers. At last a team of social workers who truly put the young person at the heart of what they do. Thank you PFA team for knowing that my daughter and I needed to know what options are available to help inform us of how the future could look rather than just asking us what we want. You have truly changed our lives for the better and, as a mum I thank you!"

"I think that says it all" says Kelly "the ethos of the team is to walk alongside young people and families to ensure that they can make informed choices and get the life they want".



Kelly Kubilius
Senior Practitioner

For more information email:
local.offer@shropshire.gov.uk





Supported internees celebrating their achievements



Jamie Mitchell

Prevention – the big picture

Earlier on we talked about the work we’re doing to help people avoid going into hospital and help patients return home as soon as possible.

Here we look at some of the wider support which we offer, to help people, young and old, live the lives they want.

ENABLE supported employment service

ENABLE’s supported internships are designed for young people aged 16-24 with learning difficulties or learning disabilities, who want to get a job. As part of their employment they will also study relevant qualifications required by the employer, including English and Maths.

Jamie Mitchell, a supported intern who recently celebrated completing his internship at a special event, spoke to attendees about his employment journey:

“With ENABLE and supported internships, you get out what you put in. Doing a supported internship has made me come out of my shell a lot. I like the world of work!”

To find out more about ENABLE’s Supported Internship Programme and the work they do visit <http://www.enableservices.co.uk/>

Social Prescribing

Social Prescribing focusses on preventing people from becoming socially isolated or tackling concerns alone that may be prevented from escalating and leading to more permanent and damaging health conditions. Individuals are referred to a social prescriber who will work with them to discuss their health and wellbeing.

Together a plan of action is agreed that connects to community activities. This can lead to better health and happiness.

The people who may benefit from Social Prescribing include:

- People caring for someone who can’t manage without this help
- Anyone feeling lonely or socially isolated
- People who want to change their lifestyle, perhaps giving up smoking or losing weight
- Those living with a long-term health condition.

The scheme is evolving in Shropshire and is available in a growing number of GP practices and community centres. To find out more visit <https://shropshire.gov.uk/shropshire-choices/i-need-help/social-prescribing-in-shropshire/>

Let’s Talk Mental Health hubs

Let’s Talk Mental Health hubs provide face to face information, support and advice for people experiencing difficulties relating to their mental health.

The hubs enable people to come and talk to a friendly, empathetic social care practitioner regarding the difficulties they are experiencing. The worker will look at both what works well, as well as what isn’t working so well. Discussion can then consider different ways that a person may be able to help themselves, or the additional support available within their community.

Find out more here:

<https://www.shropshire.gov.uk/disability-information/mental-health/lets-talk-mental-health-hubs/>

First Point of Contact (FPOC) – 0345 678 9044

Whatever your question or worry, start your conversation early

The FPOC team are often the first team you speak to when you want to access social care, support or have concerns for a vulnerable adult.

Experienced advisors handle calls from 8:45am to 5pm Monday to Thursday and 8:45am to 4pm on Friday.



31,000 calls a year
600 calls per week,
MONDAYS ARE THE BUSIEST DAY

FPOC also handle calls from professionals and members of the public raising safeguarding concerns over a vulnerable adult, child or young person.

Adult social care and safeguarding concerns 0345 678 9044

Children's safeguarding concerns 0345 678 9021

FPOC's most common discussions

Q1. My relative is elderly and struggling. They don't know I am calling. I'm just looking for advice.

We want to ensure that each person remains independent at home for as long as possible. We will talk you through the options available and tell you about 'drop-in' sessions where you can have further discussion. Your relative will need to be involved in the discussion as much as they can. We want people to remain safe and happy within their own home before ever thinking of a move to a residential home.

Q2. I'm struggling with taking a bath and getting out of bed. Can you help?

Let's first consider the options and what you can do, then we can think about getting advice on pieces of equipment that can support you. We may recommend going to the Independent Living Partnership, so you can have a look at equipment that may be of help or we may need to pass your information on to an Occupational Therapist for them to make contact.

Q3. We're trying to plan our money – can someone help me with advice on funding care?

This is not a straightforward answer and we need to look at your personal situation. Call and we can guide you with our experience.

Q4. Our Dad is about to be discharged from hospital and we are worried about how we'll cope when he is home.

We have a hospital social work team called 'Integrated Community Services'. They have social workers, occupational therapists and physio's amongst other professionals in their team. Before your Dad is discharged the team will discuss his needs with you and him, to ensure that he will be safe to go home. All options will be discussed, and a support plan put in place.

Q5. I am a carer, supporting my Mum, is there any help for me?

We need to start a conversation that looks at your needs as well as your Mum's...

You can find information on Shropshire Choices or by phoning us at FPOC. Get in touch now.



Performance Matters – The demand for Adult Social Care (ASC) rises each year as people are living longer and there are more people living with complex long-term conditions. ASC faces ongoing demographic and budget challenges but the care sector also brings millions of pounds to Shropshire's economy. Together we are working hard to keep people living independently.



31,000
enquiries
received



£90 million
The cost of adult
social care



4,500
requests
for support

Permanent admissions to residential or nursing homes

383 people aged **65+**
10 people aged **18-64**

Reducing delays in hospital number of delayed days attributed to social care in year

5,333 April 2016 – March 2017

1,521 April 2017 – March 2018

118 April 2018 – March 2019



21,500
people employed in
Shropshire's health
and care sector

Proportion of people (65+) who were still at home 91 days after discharge from hospital into reablement services

76.4% October – December 2016

81.7% October – December 2017

87.1% October – December 2018

£385 million
on the direct impact of
the care sector on
Shropshire's economy



Over 34,000
carers providing unpaid
care to family and friends

Our priorities 2018/21

Last year we launched ‘Our Vision and Strategy for Adult Social Care 2018/19 – 20/21’, titled ‘Promoting Wellbeing and Independence in our communities’.

It has four key priorities:

1. Creating resilient communities and helping you to continue living independently



3. Delaying the impact of your needs



2. Helping you prevent or reduce needs



4. Meeting your needs through a creative approach to care that is value for money



The stories in this publication relate directly to these priorities.

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

We are a county with one in four adults currently over the age of 65, and a rising number of people requiring support from adult social care each year. We need to make sure our services are sustainable and deliver real value for money.

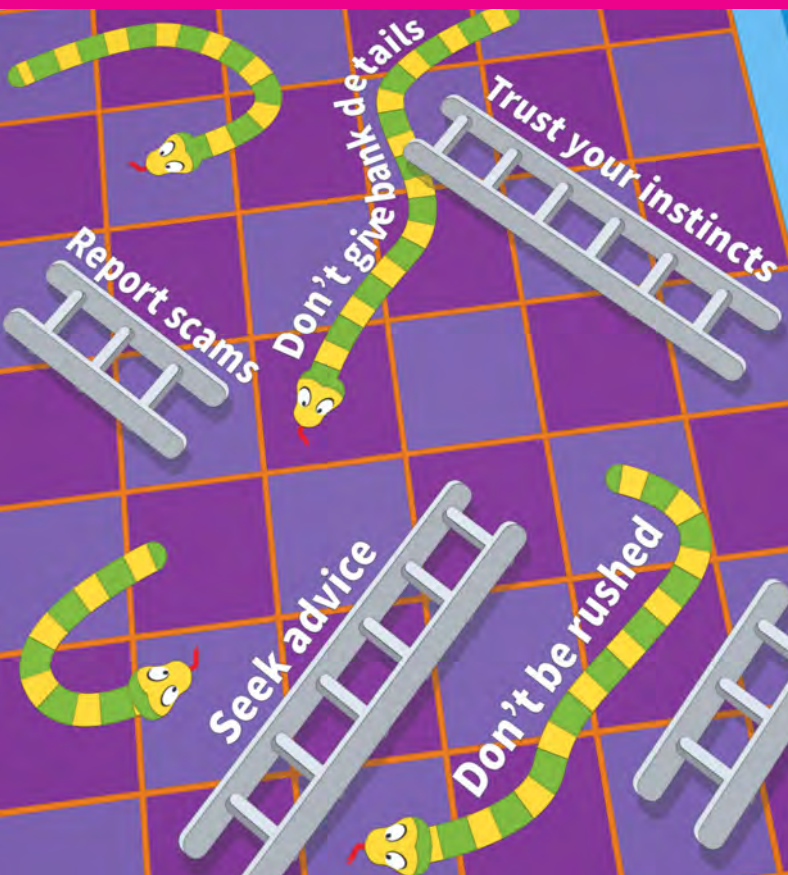
We have adopted new ways of thinking and new ways of working already in Shropshire, and we want to continue to build upon this achievement. By providing early access to information, advice and guidance, we know that most people who contact us can find the support they need within their local communities.

This is vital as most people using support services contribute to the cost and many thousands of people in Shropshire fund their own care entirely. Everyone should expect that the services they buy or receive represent the best value.

Whilst we do not underestimate the challenges ahead, we are proud of the services we provide and remain committed to improving the lives of the people we serve.”

Andy Begley (‘Our Vision and Strategy for Adult Social Care 2018/19 – 20/21’)

Priority 1: Creating resilient communities and helping you to continue living independently



FRAUD: Spot it, Stop it, Report it on 03454 04 05 06

Every year in Shropshire unsuspecting people fall victim to professional fraudsters who set up well-organised scams to steal personal and financial information. This is a multi-million pound industry with new scams being developed daily. It's therefore important to be vigilant and aware of when something is likely to be a scam.

“Do not respond to anything that sounds too good to be true, trust your own judgement. If in doubt, get advice” –

Wendy, community protection team

Here's our Stay Safe checklist:

Do seek advice – If asked to provide personal or financial information, take a moment to reflect on the situation and step back, talk to family, friends or seek professional advice before responding.

Don't be rushed – It can feel very exciting when offered something for nothing; when an envelope comes through the post stating that you have won thousands of pounds from a free prize draw. Take time to think about this: if you did not enter a draw, it is not authentic and you have not won. Scammers use speed, surprise and secrecy to catch you out; always take time to think.

Do trust your instincts – If something doesn't feel right, it probably isn't. Trust your instincts and refuse the offer. Several factors should set off alarm bells.

- Be wary when someone calls unexpectedly – however friendly or nice they appear.
- Genuine callers will never ask for sensitive information over the phone.
- Check people are who they say they are; scammers often say they are someone else.
- Never provide personal information in a phone call you did not initiate.

Don't give bank details – No bank will ever phone you and request your PIN number or password. Genuine transactions will only require your card number, expiry date and the three-digit security code found on the reverse of your card. Always be wary of a person who is asking for too many personal details.

Do report scams – At whatever point you decide you may have been a victim of a scam, please report it immediately, giving as much detail as possible.

You can do this by contact these local numbers:

- Citizens Advice Consumer Service Helpline **03454 04 05 06**
- If you are worried that you or someone you know may be a victim of scammers, or you need further advice, you can contact community.protection@shropshire.gov.uk or call 0345 678 9000.

STAY SAFE – STAY INDEPENDENT

Interview – an exciting new collaboration



'A stitch in time'



Neil Evans is the Shropshire Council development manager behind the funding of a new Wellbeing & Independence Partnership.

Wellbeing and independence partners and commissioners.

Last year you carried out a review of 'preventative services'. What are they?

It's about taking a 'stitch-in-time' approach – getting people to do things now and avoid problems in the future. Getting the right advice or information, finding help around the home, getting out, being active or meeting other people, sorting paperwork and benefits and money – all of this can help people to stay independent. It can also help to avoid or delay long-term (and often expensive) care and support.

What did the review tell you?

We asked people who use these services about their experiences. What works and what could be improved. They said that these services are valuable and help people feel more confident. Knowing who to talk to is important. People are often not aware of the help that might be available. People wanted better co-ordination between services.

Community organisations and council staff who advise people to contact these organisations, explained that more people are finding it difficult to cope with things for more complex reasons. It can be difficult to help people straightaway because there is a lot of demand on services.

What have you commissioned as a result of the discussions?

We've agreed that community organisations will work closely with the council, to provide preventative services. Age UK Shropshire Telford & Wrekin will lead a partnership providing help at home, befriending, living well activities, day opportunities and opportunities for volunteering. Six local housing partners will help people whose housing situation is at risk. And later this year we will ask organisations providing advice, advocacy and benefits support to work together.

Why is it important for Shropshire to work this way?

Together we can help people get the support or help they need. Community organisations also employ a lot of local people which is great for Shropshire's economy. They provide opportunities for volunteers to get involved, which is great for the people they are helping.



The voluntary sector organisations coming together across Shropshire to develop services that promote wellbeing and independence, are: Age UK Shropshire Telford & Wrekin, The Mayfair Centre, North Shrewsbury Friendly Neighbours, Oswestry Qube, Royal, Voluntary Service and the Rural Community Council.

"We have always worked closely together but this partnership provides the opportunity for us to take this to the next level, working together to provide, develop and improve services which will help people across Shropshire improve their wellbeing."

Heather Osborne,
Chief Executive of Age UK STW

To find out more contact any of the partners or Age UK Shropshire Telford & Wrekin on 01743 233 123.



Fifteen years ago, Phil's life took a brutal and tragic turn

He was assaulted on the street and left close to death. In a coma for months; as he slowly recovered, it was apparent that the attack had left Phil with an acquired brain injury. Life would never be the same again.

Phil notes that the last fifteen years have been hard: "At first people thought I wasn't going to improve. I couldn't do a thing for myself. I'd died three times on the operating table. So, it's been a 'miracle' in some ways; I'm a fighter who has been on an unfortunate journey".

"I've struggled with finding a place to settle. I'm a bit stupid at times, I always give everything away and then I end up vulnerable and threatened". People tend to notice things and then take advantage; "Sometimes I trust the wrong people".

Having got into another difficult situation recently, Phil's luck changed. Again, people were taking everything he owned and abusing his hospitality. People were tramping in and out of his home and threats were being made.

Sharon, the social worker, had to act fast. The last care company manager had suggested that Shared Lives might be good for Phil and so when trouble flared, Sharon immediately made the link. Phil needed to move but he also needed to settle. Sharon made an emergency referral to Diane at Positive Steps. The referral was received at 4.30pm and by the next day Phil had met with Diane and his Shared Lives carer Sue. The next point is key: when they met the match was right. Phil and Sue agreed to an initial four week period of respite. This was a massive step for Phil; going in to a family home and having to adapt to support that was about sharing.

Well, things have worked out brilliantly. Sharon has been able to make the relationship long term. The match has been perfect. Phil, Sue and her husband get on like a house on fire. Phil laughs, "I was so happy that I cried when I was told I could stay. Life is developing well now, we do ordinary, everyday things together, like shopping, buying clothes or watching Saturday night TV. We laugh and cry together like a family. This is what I've wanted for a long time".

This is a new stage in Phil's life and the first positive step has been made. 'Positive Steps Shropshire Limited – Shared Lives service is an alternative service for people to consider. Receiving support with choices, health and wellbeing while living as part of a family in a family setting and leading the life you want'.

For more information call 01743 251 568.

... and a final few words from Phil: "I am now doing voluntary gardening work at Attingham Park and I really enjoy it. I used to struggle being in crowds but being here has really helped me. I now cycle to and from Attingham, after getting a new bike for Christmas".





Priority 2: Helping you prevent or reduce needs.

Seeing into the future Shropshire leads the way

This year adult social care won national funding for the development of new technology that could help plan better services for future generations. This technology is presently known as 'The Bridge' (fondly named after the Starship Enterprise).

In plain English, 'The Bridge' uses specialist IT software to bring together different types of information (data sets). It then displays this information in inspiring visual ways, that can help us spot possible future demand for social care.

This is important because breakthroughs in science, technology and health mean people are living longer. By the year 2037, that's less than 20 years from now, it is estimated that there will just one person between the age of 16-64 for every person over the age of 65 in Shropshire. An ageing population brings skills and experience, but it can also put strain on an already stretched social care and health sector. So we need to plan well.

SO HOW CAN 'THE BRIDGE' HELP?

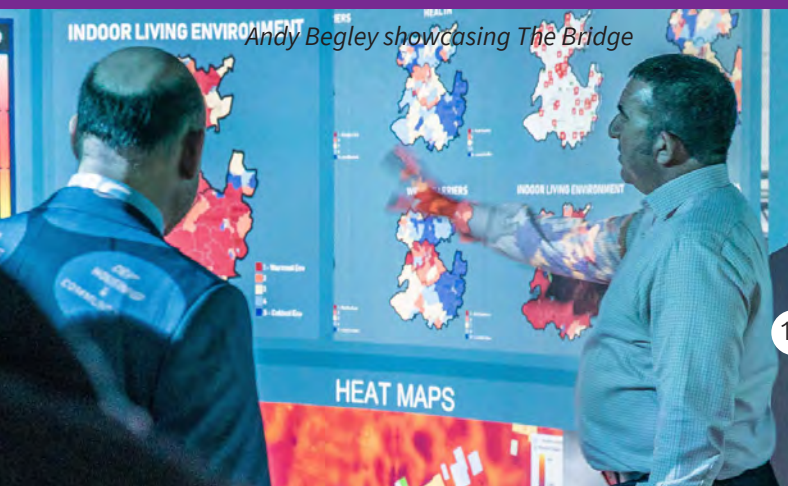
One of the first things that 'The Bridge' did was to match census information about where people over 80 are living alongside a one-off heat sensitive (thermal imaging) aerial review of Shropshire. Cold houses showed up in blue; an older person living in a cold house could mean problems. Was the resident moving around and keeping safe, warm and hydrated? 'The Bridge' helped identify issues like this leading to the prevention, reduction or delay in the need for health or social care services.

'The Bridge' can pull together data sets on issues such as employment, health conditions, social care needs, housing, air pollution, transport, green spaces and flood data - just to name a few. It then layers the information. So, imagine layering a fancy cake with sponge, jam and cream, then cut a slice to see inside. Well, 'The Bridge' can layer information and then slice and analyse it. It can then show that information in creative and imaginative ways. This can inspire our thinking and help us to understand issues such as rising demand and how we best support people.

'The Bridge' can help Shropshire's social care planners shape future services and benefit local communities.

We haven't seen the full potential of 'The Bridge' yet but as Andy Begley (director of ASC) says; "If we have the tools to predict future demand in social care, we can start looking at how to put in place the right infrastructure such as the right housing, employment services and activities that sustain our communities".

To find out more about 'The Bridge' click [here](#)



Andy Begley showcasing The Bridge



Call me...



Charlotte Redwood talking to a carer on the phone

Our Let's Talk Local service has been improving the way in which it supports informal family carers by offering easy access telephone support and guidance, while also enhancing the way in which carers are referred to specialised service areas.

Since September 2018, 'Let's Talk Local' have provided telephone appointments for carers. These appointments are arranged by a First Point of Contact adviser who schedules a convenient day and time for a call.

A carer would initially be invited to attend one of our community hubs, but if this is challenging, then they would be offered a telephone appointment. Carers can then receive support, advice and guidance at the right time without interrupting caring responsibilities.

The response has been very positive:

- “it was less stressful: I didn't need to find someone to support my wife while I attended”
- “the process was convenient and fitted in with my caring role”
- “the conversation was informative and helpful”
- “I felt open to speak freely as I was in the privacy of my own home”.

Following an appointment, individuals are written to, outlining the conversation and specifying any agreed actions.

If you would like to chat about how the Let's Talk Local service supports people with caring responsibilities then contact Lisa Jones (Let's Talk Local co-ordinator) via lisa.k.jones@shropshire.gov.uk



Creating a seamless offer for carers

Commonly carers are referred to 'Carers Trust 4 all' who provide a range of services including Carers Emergency Response Service (CERS), peer support groups, future planning, carer breaks and much more. We have improved the way in which we communicate information with Carers Trust 4 all by enclosing carers assessments alongside any referrals (with permission). This provides continuity and avoids carers having to repeating themselves.

Working with the hospitals

The Let's Talk Local service also supports people with caring responsibilities through our hospital-based sessions. It can be worrying when a loved one goes into hospital, and for informal carers there may be the added stress surrounding a person's changing health needs and what this will mean when they leave hospital. We aim to ease these concerns by offering relevant support, advice, signposting and sometimes just being available to talk to and offload. This service is currently offered at Royal Shrewsbury Hospital and Whitchurch Hospital and we hope to expand this offer with the support of our ICS team.



*Mary Bendall
(Social care practitioner)
provides outreach at
Whitchurch Hospital*



*Cathy Ritchie
(Carers lead)
provides outreach at
RSH*

Priority 3: Delaying the impact of your needs



Adapting Consumer Technology for use in ASC

Over the last 12 months, Shropshire Council ASC have been involved in pioneering work with a number of tech giants to see how cutting-edge consumer technology can be used to tackle loneliness and support people to remain independent.

In a pilot study, volunteers in Broseley trialled the use of the Amazon Echo (Alexa) and a Samsung fitness tracker in their homes.

This home assistance scheme, which became known as the Broseley project, was a collaboration between Shropshire Council, The Lady Forester Centre, University Centre Shrewsbury, the local GP and the community along with global tech companies Hitachi, Microsoft and Amazon.

The idea was to see how consumer technology (the stuff we can all buy off the shelf) such as smartwatches, voice activated devices and messaging apps could be used or adapted to support people.

Volunteers in Broseley were given the chance to see how easy it was to use the kit, while giving partners an insight into the valuable information that could be gathered.

Simon Harris, the Shropshire Councillor for Broseley summed up one of the key benefits;

“By implementing simplified and automated processes through this type of technology, staff will more informed about people’s behaviour and needs”.

One small example from Broseley shows the potential.

Ann wears her fitness tracker all day, every day. It tells her how many steps she’s taken, how far she’s travelled, prompts her if she hasn’t taken enough steps, records her sleep patterns, and periodically

monitors her heart rate. The tracker has become part of her daily life.

She loves it and it provides a talking point amongst friends, “It feels like a watch, it looks like a watch, it’s not intrusive at all”. Most importantly Ann is using its readings to inform discussions that she has with health workers.

“It gives me confidence. I know what my heart rate is, how many calories I’m burning, all in a weekly report”. For Ann, the technology and the following discussions with her GP helped diagnose sleep apnoea.

The experience gained in Broseley has led to further success and now Samsung has been given EU funding to trial a project call ACTIVAGE to help people remain independent in their homes for longer.

The project involves collecting information from a range of tech in a person’s home: motion detectors, door sensors and wearable devices. It will help people make good choices about health and wellbeing, even looking at household energy consumption and getting out and about more in the local community. Interpreting the gathered data with the use of artificial intelligence will provide crucial opportunities for preventative work.

Shropshire Council is one of Samsung’s major partners in England.

Shropshire will be recruiting volunteers to take part soon. Keep your eyes open on the Shropshire Council website for sign up details.

In the meantime – if you already use technology to help with care and support at home, then let Making it Real know. We’d love to share your stories.

Photographed, from L to R: James Warman (Assistive Technology & Telecare Coordinator Shropshire Council), Ann Maltby (Broseley Project Volunteer), Councillor Simon Harris, and Emma Murdock (Solutions Architect Shropshire Council).



Take Control Plan for the future!

Maureen and June have been helping with a 'Future planning event' for carers.

Both are family carers; a double act with that comfortable air of friends who've known each other through good and bad. They chat about how their sons came to share a supported living house seven years ago. This was the start of their own close friendship.

"Originally, we only knew each other in passing ... we're more like sisters now", says June. Maureen smiles at the memories, "My husband always said, 'my son - is my responsibility'. It's an admirable trait but since my husband died I've had to ask what will happen to my son when I'm no longer able to look after him?"

This thought encouraged Maureen, her son and the family to consider the options available. At the same time, June was also having discussions about supported living.

The social worker involved suggested that their two sons would be a "good fit" and asked about pairing them in a house. "Well we had our doubts" says Maureen. "Yes," says June "they're so different. My son is quiet while Maureen's son is a chatter box." But they got together with their sons, checked the house, talked things through, and decided to give it a go.

They have never looked back. Maureen's son felt it was home straight away – he would visit her at her home and say "this isn't my bedroom now," whereas June's son took a little longer to settle. "It's worked out well" says June, "they complement each other. They've both come on loads and they're more confident now. My son wouldn't have spoken with anyone before".

"I can't tell you the relief" Maureen says "it was immediate. Knowing that my son was settled somewhere, safe and happy before anything happened to me." June agrees.

June sees her son in town on a Friday. She shrugs, "we don't do much, we have lunch and he carries my bags but we like doing it." The sons do some things together; they also have their own interests. It's similar for the mothers. "We do such a lot together" says June. "Yes" quips Maureen, "like go to the doctors and the dentists!" They both love a joke and laugh heartily. But their message is important: start planning for the future now, so that you and your family are in control.

Is it time for you to think about planning for the future if so contact Carers Trust4All on



Priority 4: Meeting your needs through a creative approach

Building Trust

At nearly 80, Mr Spicer is keen to share his life “experiences”, he talks about “doodle bugs”, “rationing”, and even “swill buckets at the end of the road”.

He does not talk so openly about the hoarding and severe neglect that raised concerns for his (and his neighbours) personal safety. Still, slowly, he is coming to recognise the importance of working with social workers to “accommodate today’s changing world”.

This is not easy for Mr Spicer. He had been in contact with Shropshire Council in the past.

He was hoarding then, and at that time the Council carried out a “mass clearance” of his home. This did not work out. In fact, it broke any confidence or trust that he had in the Council. This approach served only to increase Mr Spicer’s anxieties. Alone, in his cleared house, he felt the need to replace everything that had been removed.

So, last year, when Andrew and Lindsey met Mr Spicer for the first time, they saw the need to adopt a new approach with a focus on improving his control of the situation. Mr Spicer needed trust. Collaboration was key.

This time Mr Spicer is an equal partner in the planning of his support. Conversations identify what he can do, his wants, and his needs, while balancing this with safety.

Mr Spicer has always been reluctant to meet with social workers in the day. He prefers to be awake at night. So, Andrew and Lindsey agreed evening visits. Spending time building their relationship; assisting him to improve living conditions, health and wellbeing.

Mr Spicer is now having conversations that enable him to understand and appreciate how some of his decisions can place him and others at risk. It may seem small, but Mr Spicer is actively engaging in discussions about managing risks.

One year on, evening meetings have proved successful in establishing an individualised approach that means he feels more confident in discarding possessions. Progress is slow, but the risk is being reduced and managed. Working together, Mr Spicer is closer to a lifestyle that is safe for him and his neighbours.



Photo for illustrative purposes only.

Terror and Joy – Direct Payments help Grace get her life back



Grace is an artist: vibrant, charming, fun. She exudes energy. She's a house owner, a manager organising her own small team of personal care and support assistants (with support), and she's in the final year of an arts degree.

Grace uses Direct Payments, funded by Shropshire Council's Adult Social Care and partly funded by herself, to employ a team of personal assistants, to help her live independently and in a way that she chooses. Being artistic, Grace is creative in the way that she uses her Direct Payment and with the help of her Social Worker and PA team, can respond flexibly to changing circumstances and expectations.

Eight years ago, she was the victim of a road traffic accident; left with a brain injury.

'Terror and Joy' is the title of Grace's first solo art exhibition: "it's inspired by my journey from the moment that ruined my life, to now when I'm getting it back." There have been times of anger and frustration. In hospital "I felt depressed – I knew I could do more. Always having to wear splints is a terrible thing". The loss of an old boyfriend was "heart-breaking". At college "I didn't fit in". Then, turning points such as "when Netty" (friend first, then personal assistant) "got me walking". Now, with the right support in place, "I'm at Chester University and I can be my own person".

Grace uses art to express feelings. One piece shows her bear back with the chilling words 'You were

driving your car' painted across her skin. Her recent work is more abstract, perhaps lighter. The overriding message is positive – "there's always hope", says her new tattoo.

With a positive approach to risk taking, even in dark moments, plans have always been big. Grace went to 'Download' music festival, got that tattoo, moved in to her own house (her "gaff" as she lovingly calls it), and mentions her new boyfriend ("he brings me flowers"). All are part of moving away from the past. She's now focussed on the excitement of her exhibition and passing her arts degree. Grace can no longer read and write and so she's had to work hard to look for alternative ways of tackling coursework, but this will not hold her back.

There's recognition that family, friends and paid support staff have been vital along the journey but the drive to independence comes from Grace: "I'm never still. Always searching for the next big thing to do". After the degree she plans to turn her thoughts to having an art gallery. In the meantime, tonight Grace is off to the pub with friends for a chat; just like you and me, that's part of the joy.

**For more information on direct payments email:
firstpointofcontact@shropshire.gov.uk**

Letters to the editor...

'Looking in from the outside'



From: Sue
To: Local Account Editor
Subject: Looking in from the outside

Dear Editor,

When I read last year's Local Account I formed an image in my mind. I was standing with a crowd of people from the neighbourhood in the front garden of a smart house. It was a damp night. Inside the house, there was a party. People were chattering; having a great time. Those waiting outside weren't allowed into the house. They muttered to each other: "Why won't they let us in?" "What do you have to do to get in?" We didn't know what to do.

Why did I imagine this?

The stories I read were about support, they were uplifting and inspiring, but they weren't glamorised; the successes involved hard work from all. What I didn't understand was how the people in the stories seemed to get support so easily in the first place, when I know of so many people who don't. I'm a carer for two young adults with disabilities. One of them is eligible for support but hasn't received any. I'm also eligible for support as a carer, but what I need is for the young person in question to get support. In a meeting with a group of other carers I found only two of the young people in the four families represented get any social care support. None of the carers do, despite all of us having had to cope with circumstances that would be daunting to the most robust person.

I know most local authorities don't have enough funding for social care, and like Shropshire Council have to prioritise support for those with the greatest need. What I don't understand is why families who are 'just about coping' – or sometimes aren't coping at all – find it so difficult to get any support. What do they have to do to get invited to the party?



From: Local Account Editor
To: Sue
Subject: Looking in from the outside

Dear Sue, thanks for your email...

In the first place, give FPOC a call and start a conversation about what might be available.

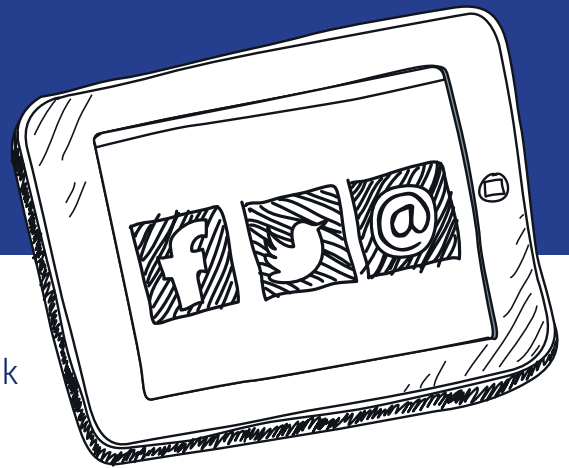
Possibly visit our hubs for a more in-depth and personal face to face discussion. It doesn't have to be about paid for services at this stage – it may be just about talking through what is possible or even just sharing.

If you then also want to contribute to the development of social care services, you can join our discussions through Making it Real. As a result of discussions like this being raised through Making it Real, Social Care plans to review the support available for carers in Shropshire. Thank you for highlighting issues Sue and so, watch this space.

If you'd like to share your views – get in touch.

Useful contacts

Which are referred to in this local account.



Shropshire Council – www.shropshire.gov.uk

Shropshire Choices – www.shropshirechoices.org.uk



Follow us on Twitter @ShropChoices



Find us on Facebook 'Shropshire Choices'

First Point of Contact (FPOC) – 0345 678 9044

Concerned about someone – Safeguarding – 0345 678 9044

Children's safeguarding concerns – 0346 678 9021

Adult Mental Health Services, Shropshire Telford & Wrekin – 0300 124 0365

Age UK Shropshire Telford & Wrekin – 01743 233 123

Carers Trust 4 all, Carer Support Line – 0333 323 1990

Citizens Advice Consumer Service Helpline – 03454 04 05 06

ENABLE: Supported Employment Services – 01743 276 900

Housing Services – 0345 678 9005

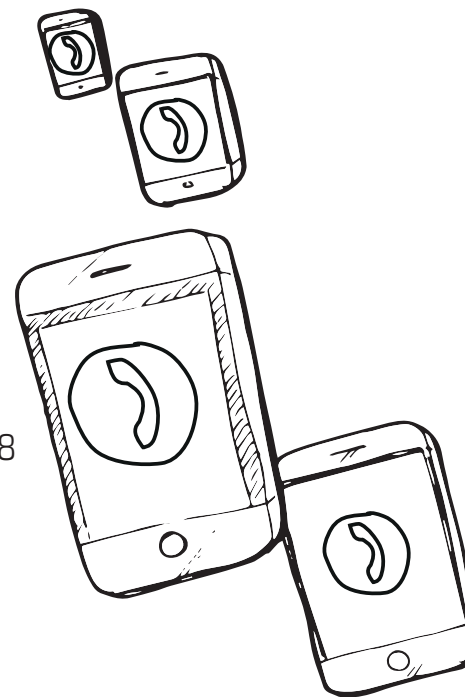
Independent Living Partnership – 01743 250 820

Making it Real Shropshire – 01743 257 705

Positive Steps Shropshire (Shared Lives scheme) – 01743 251 568

Vision Technology & Training Shropshire (VTTS) 01743 257 746

Keep your own important numbers here



Making it Real in Shropshire

Adult Social Care Local Account 2018–19

A photograph of a woman with blonde hair, wearing a dark top, speaking into a microphone at a podium. She is holding a piece of paper. In the background, there is a whiteboard with some text on it. The setting appears to be a conference room or a meeting space with large windows and blue curtains. Other people are visible in the foreground, some looking towards the speaker.

*Lorraine Laverton
opens the 2018
Partnership
Summit at
Shrewsbury
Football Ground,
see page 4.*

We would like to thank all individuals and organisations that enabled us to produce this document.

What do you think about this publication?

If you have any feedback about the Local Account email us at makingitreal@shropshire.gov.uk or call us on 01743 257705

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