

Coventry Council Adult Social Care Annual report 2022–2023



Easy read version



People's Stories

Our Adult Social
Care Offer

Our Key Achievements



www.coventry.gov.uk

This is a shorter version than the main report.

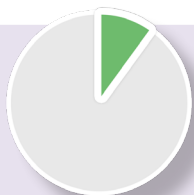
What this report is about



This is a report to tell you what Coventry City Council's is doing in its adult social care services to make people's lives better.



343300 people live in Coventry.
The number gets bigger each year.



About 15% of the population is aged 65 and older.



People are living longer and with more health problems so they need more social care. This means it costs Coventry City Council more money each year to provide their social care.



In 2022 – 2023 the council spent £118 million.



10772 new people asked for help from the council in this time.
2757 family carers had support from the council.
4730 people had long term support in this year.

Main changes in 2022 - 2023



The Government have made some big changes to social care. For example we need to work more closely with health services. We need to pay a fair price to the organisations who provide care services. The CQC is now responsible for checking how well councils are doing at delivering social care.



In Coventry more people asked for social care support. More people now are isolated which affects their mental health.



People are asking for help at a later stage when they have more care needs.

It has been a harder job for unpaid family carers.



More people are finding the increased cost of living hard. There is more help about this here <https://www.coventry.gov.uk/costofliving>



Peter Fahy is the director of Adult Services and Housing. He says making sure people can be independent is at the heart of what they do.



Councillor Linda Bigham is the Cabinet member for Adult Services. She says the social care workers are very caring and do a great job.

About Adult Social Care



Adult social care is for people aged 18 and over with care and support needs, and their carers. We are part of the Coventry and Warwickshire Health and Care Partnership.



We work closely with other services, like Housing, Public Health, Children's Services Leisure and Culture. We also work closely with health services and the voluntary sector.



We do what is set out in the Care Act 2014.



We want all our residents to;

- Lead a healthy independent life
- Be part of a strong community
- Have good health and care services

How does Adult Social Care work in Coventry ?



There is an easy read version about the services we provide called The Adult Social Care Offer.



You can phone 024 7683 3003. Customer services will take your details.



Or a professional can make an online referral. Or you can make an online referral yourself.



The initial contact team will get in touch for more information. The Duty Team will also support you to get support.



Opal Equipment services provide information and advice about equipment.



Occupational therapy give advice and help about daily living.



We have special teams that give short term support to help older people, people with physical disabilities and adults with learning disabilities and autism. They help them get better at doing things by themselves.



We have special teams that give long term support to adults over 65 and adults of all ages with disabilities, who need it.



These are:

- The All Age Disabilities Service
- Transitions 18-25 and 25+ and
- The Older Peoples Assessment and Case Management Team



Our services focus on wellbeing and independence. Most care and support is provided in people's own homes.

How does Adult Social Care work in Coventry ?



Using a strength based approach.
We will find out what people's skills are and what is important to them.



Sean uses Direct Payments to pay his Personal Assistants, who he has known a long time. They support him to walk his dogs, go to watch Coventry City play football and do other things that he likes.



We will help people stay in their own homes, for example by getting the equipment they need.



Mary wasn't managing at home after a knee operation. She was given support and special equipment at home for 10 days from Urgent Care and Reablement and Adult Social Care Short Term Care. So she did not have to go back to hospital.



We will help people plan for their care in the future.



Tyler was able to stay with his foster family after he became 18. This is called Shared Lives. He still lives with them and he now has a job in a bank and volunteers at Sea Cadets



We will help people get the best care in the best way.



Paul is 79 and lonely, he was matched with a volunteer befriender called Martin from Good Neighbours befriending Project. He visited Paul once a week for a chat. He also helped him learn how to use his phone to text and use the internet.



We will work with other organisations.



Annette had been in hospital and she was worried about going back home. With help from her family and special support, she learnt how to use a new stair lift, practised making drinks and after 4 weeks was completely independent again at home on her own.



One of Adult Social Care's main job is to keep people safe from abuse and harm. In this year the Council looked into 6278 safeguarding concerns. This is more than the year before.



Kishor is 38 and married. He is a student but he had lots of worries about his studies and money. The more he worried, the more upset he got and he could not study properly. He had special support to speak to his University and his family about his problems and after some time he was able to finish his studies.

Unpaid carers are at the heart of all we do



We recognise the importance of unpaid carers and we will support them too.



The Carers Trust have held community days and workshops to meet and support carers from all over the local area



We have been working with care providers like care homes and seeing the different events they put on.



We have new digital technology called DOCOBO to record people's temperature and blood pressure. It means patients in care homes do not have to go to hospital for medical checks so often. If their health changes, doctors can find out quicker and the patients can receive support fast.

We want to make sure that when we create new services, we ask the people who use our services and we always involve them if we can.

We are having open days and want to have more, so that we can meet more people who will tell us what they need from our services.

People can get involved by joining the Adult Care Stakeholder Group. Joanna, who helps her mum care for her dad, is a new member. She says the group is very friendly and joining has made it easier to find out useful things and feel less isolated.



Staff working in social care committed workforce



We respect and value the people who work in social care. We will make sure they get the training they need to do their job well.



920 people work in adult social care.
80% are women. The average age is 48.
72% are white.



There are many jobs that can't be filled.



We have been helping with people from all over the world, who now live in the UK, to work as carers. This includes people with lived experience of disabilities.

Helping people in Coventry to stay well and at home



We do this by working with these organisations



Carers Trust Heart of England



Mind Wellbeing for Coventry

VoiceAbility

VoiceAbility provide advocacy services in Coventry. They are an independent charity. They speak up for people so they have a voice and get their rights.



Last year VoiceAbility supported 692 people. You can contact them 0300 303 1660

<https://www.voiceability.org/make-a-referral>



In 2022 to 2023 we had 89 complaints, but we had 253 compliments – nearly 3 times more!

Good news stories



Jack is autistic and has a mild learning disability. He has support from Real Life Options. Now Jack has support to enjoy his hobbies such as boating, fishing and karate. He also volunteers in the Salvation Army charity shop. He has learned to travel there by himself on the bus and train.



Sharon had an award for being ‘Carer of the year 2022’ from BBC Radio Coventry and Warwickshire. It was for her hard work in her job and as a volunteer.

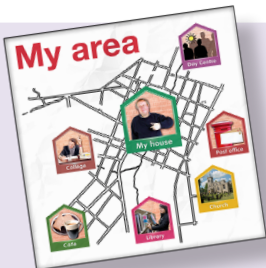
Next year we are working on;



Recruiting more staff, and giving staff good support and training.



Supporting people who live in Coventry, so they have more choice and can be independent.



We will make sure people in all communities and neighbourhoods know about the support they can get from Adult Social Care.



We will help people be more involved in planning our services.



In October 2025 we will be ready for changes to how charges are made for social care services.



We will work with Coventry and Warwickshire Partnership Trust and Warwickshire County Council to change service that support people with mental health problems.



We will continue to work with health organisations to help older people keep healthy and be more independent. This is called the Improving Lives programme.



We will change how we keep records on the computer. And we will help prevent people from falling over in care homes.



We will work with voluntary sector groups so they can provide more social care services. This means people will get more choice.

Contact Us:

You can contact us about this report at:

getinvolved@coventry.gov.uk

You can contact Adult Social Care Direct at:

Email: ascdirect@coventry.gov.uk

Telephone: **024 7683 3003**

Next Generation Text

(also known as Text Relay and TypeTalk)

Call **18001 024 7683 300**

More information about Adult Social Care can be found at:

www.coventry.gov.uk/adultsocialcare

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

ascdirect@coventry.gov.uk

