

ADULT SOCIAL CARE PLAN

We Heard, We Listened, We Did

This document summarises the feedback we received on the draft Adult Social Care 5 Year Plan, and the actions we have taken to inform the final version of the Plan.

| Key Themes | Examples of feedback received | Actions Identified |
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| <p>General feedback</p> <p>It was felt that the plan was comprehensive and gave a clear basis for understanding our adult social care priorities.</p> | <p>Hope you live up to it and keep to it</p> <p><i>The vision's aims are positive though limited by finances, but there are opportunities to put it into practice – a thumbs up.</i></p> <p>A comprehensive, high-quality plan.</p> <p><i>A good basis for looking at how housing can complement and support adult social care</i></p> <p>Very detailed, thorough and concentrates on the important issues.</p> | <p>Officers and partners will be held accountable for delivering their actions under the plan.</p> |
| <p>Care provision</p> <p>Feedback was that the care priorities are correct. There was concern expressed about the quality of care in some areas and the time taken to complete assessments.</p> | <p><i>I can see what is important to me</i></p> <p>I don't need care yet but may in the future. It's not clear how I'd get it</p> <p><i>Peer support for people making decisions about long term care and support needs. The commissioning of more preventative services. Earlier assessments. Trusted assessors for lower-level needs that could possibly be met by a voluntary or community sector response.</i></p> <p>Look to what is already in place and put it right! Quality of care and support is currently a disgrace</p> <p><i>The workforce capacity fund was very well received with this service and helped to boost morale.</i></p> | <p>The newly approved Carers Strategy will be linked to the Plan and implement the strategy with carers support and input.</p> <p>Community Wellbeing Services offer a lot of early information and advice from voluntary sector organisation.</p> <p>Social work teams operate to national standards to deliver assessments for individuals with care and support needs and for carers.</p> <p>We have a high level of providers rated 'good' by the Care Quality Commission and a low level of complaints about the quality of care.</p> |

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| | <p>It's good to talk to others and share experiences and help each other, speaking to people who are further along and finding out what they had to do, what they have achieved, how they got the things they needed, what worked, best things to do etc.</p> <p><i>Make sure people get a care assessment - will it be timely - it's not always!</i></p> <p>People struggling to take on additional commitments, a feeling that the focus is on the 'cared for' and not as much on the carer.</p> <p><i>Good social care would be responsive, inclusive and well-resourced statutory services alongside appreciative and generous support for the many thousands of unpaid family members caring for their loved ones at home.</i></p> | <p>The workforce capacity fund would have helped, as per the comment, boost morale and the quality of care and support services.</p> |
| <p>Style & Language</p> <p>There was a mixed response to the language used in the plan, reflecting differences in peoples' familiarity with the content. The need to make the language clearer and explain terms has been reflected in the final version.</p> | <p>Cut the waffle, buzz words, say what you mean and remember actions speak louder than words.</p> <p><i>What are 'Enabling Priorities - most people won't understand this term!</i></p> <p>Very clear and well set out.</p> <p><i>What are the transformation board and the DLT? What does a dashboard look like? What is business resilience in the provider market? Commissioning Intelligence - pseudo-business bureaucratic jargon. What is the 'care market'?</i></p> <p>The purpose is very clear.</p> | <p>A glossary of terms has been produced.</p> <p>A plain English review of strategy language and terms has been completed and the language simplified.</p> <p>A toolkit of resources to help with presentation and style is available for officers.</p> |

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| <p>Reaching those who do not have digital access</p> <p>There was a range of feedback about ensuring that services and advice remain accessible to those who do not have digital skills or connectivity.</p> | <p>Reach more people who can't use mobile devices.</p> <p><i>Not everyone can do online – you need the options of all.</i></p> <p>Internet access and use is easier for some people than for others.</p> | <p>Ongoing review of public access to documents, portals and information.</p> |
| <p>Inter-service communications between professionals</p> <p>There was some feedback about the benefits that could be achieved by better sharing of knowledge between different services.</p> | <p>We can all always improve, looking at new ways of communicating across the system to ensure that services are utilised to their full potential.</p> <p><i>Different agencies give different advice.</i></p> | <p>Closer involvement with and co-production between partners.</p> <p>Team engagement plans that streamline communications within and between teams.</p> |
| <p>Children to adult transitions</p> <p>Transitions was identified as a key period in the lives of young people that needed to be made clearer in the plan.</p> | <p>The plan does not in any section mention transition from children's service – this is a key area for adult social care to be 'ready' for what is 'growing up' to be your future population and this needs to be done well to ensure the best long-term outcomes. Young people will be looking at adult service information/plans to see what is available for them, but the plan currently does not acknowledge this</p> <p><i>How sections of the Adult Social Care Plan relate to provision for young people up to the age of 25 years with additional needs – what measures are being undertaken to ensure these parts of the Plan are co-produced?</i></p> <p>The way children and young people may choose to self-describe may be different to adults (and different from the parents of those children).</p> | <p>There is a transitions project that will address this, including ensuring engagement with key groups.</p> |

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| <p>Direct payments, paid/unpaid carers and Personal Assistants</p> <p>Making direct payments as easy as possible was a key area of feedback.</p> | <p><i>Easier payments for Personal Assistants. A company who is dedicated to payroll and can be contacted by those who are using direct payments for care.</i></p> <p>Easier access to payroll services for direct payments.</p> | <p>Processes and practices for direct payments have been under review and refreshed.</p> <p>Better communication for self-funder assessments and entitlements</p> |
| <p>Communicating the services we offer</p> <p>Comments suggested that when people know about the services they used and valued them, but the communication from the council needed to be more accessible and in a range of formats.</p> | <p>You need to make yourselves more approachable and perhaps a newsletter by email to all those that come under your umbrella to introduce the teams and what they do.</p> <p><i>I think Solihull does good work in providing information on its services</i></p> <p>Contact with carers through forums and newsletters. Suitable activities and respite options for young adults with learning disabilities.</p> <p><i>A walk-in service, maybe at libraries, with a nominated person available to answer queries, assist in showing how to access online resources, with a computer in situ to demonstrate, plus comprehensive booklets to support in providing advice would be useful for people and could reduce the call-in demands to OFD queries.</i></p> <p>Telephone directory no longer happens, free newspapers, council letter to council everybody about council tax every year, little booklet, help you can get, phone numbers etc. Maybe a fridge magnet – with phone numbers, etc?</p> | <p>Communications plans and consideration of channels available to tell our message, using Plain English and jargon busting</p> <p>Specific tasks in the refreshed Communications and Engagement Plan.</p> |
| <p>Measuring the progress of the plan</p> | <p>There is no way of measuring how well - or otherwise - your vision and purpose is carried out.</p> | <p>The plan will be reviewed annually to monitor progress.</p> |

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| <p>There was strong interest in how we knew whether the plan was delivering and how we would do this.</p> | <p><i>I feel the senior management team and all those involved are doing an amazing job to improve and develop services within Solihull.</i></p> <p>The plan lacks any measurable outcomes. It is therefore not possible to hold anyone to account for achieving its aims, no matter how worthy they may be.</p> | <p>Actions have been assigned to officers to ensure feedback is not ignored and fed back into the plan.</p> <p>We have now included a section in the plan to describe our progress measures.</p> |
| <p>Transport including access to day centres</p> <p>Accessible and affordable transport was flagged as an issue which may impact delivery of the plan.</p> | <p>To enable independent living in rural areas where there is a poor public transport system need to provide smaller on-demand bus services that are wheelchair etc friendly and ensure that if individuals get out, they can get back.</p> <p><i>It is never clear about using the train or anywhere about what an accompanied carer/parent would pay, how much it would cost for the carer.</i></p> | <p>This will be partially addressed through the action plan for the Day Opportunities Strategy, which is considering not just the services, but how people get to and use them.</p> |
| <p>Ease of contacting people at the council</p> <p>People wanted to be able to have direct contact details for social care staff.</p> | <p>Add phone numbers and direct emails for people.</p> <p><i>I think Solihull are a strong local authority.</i></p> <p>All departments should have a direct phone number and each household be allocated a specific person to help.</p> | <p>There is a balance to strike between the ability to reach social workers directly, and the need to manage how people access services. This is kept under review, to ensure that people know who to contact when there are active pieces of work.</p> |
| <p>Service reliability</p> <p>There were some concerns expressed about there being enough services to support residents.</p> | <p>I don't believe that there are sufficient services or support for carers or families.</p> <p><i>To deliver this you need to make sure you have the staff and resources to be there for those who need long term support. The support is severely lacking at present.</i></p> | <p>Commissioning staff are working with the local care and support providers to develop new services and to increase capacity in the local care market.</p> <p>The Solihull Workforce Strategy: Great Care, Great Careers has set out how we are working to increase, value and support the social care workforce.</p> |

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| <p>Safeguarding</p> <p>Residents were keen to ensure that we were doing everything we could to keep people safe.</p> | <p>Exploiting people, especially disabled and vulnerable should be high on your agenda.</p> <p><i>I think it needs to include 'whilst remaining safe from harm'</i></p> <p>Good to have an all-age exploitation lead - hope that continues as it's good to have a named person to contact.</p> | <p>The role of Solihull Safeguarding Adults Board projects and engagements have been integrated more into plan.</p> |
| <p>Employment and sector retention</p> <p>Challenges with support for the care sector workforce were recognised as a potential barrier to delivering the 5-year plan.</p> | <p>Without appropriate staffing this will fail. There is a severe shortage of care staff and homes are unable to meet residents needs currently with the supply shortage. Central Government needs to prioritise funding available to care providers to give appropriate support to residents.</p> <p><i>No aspect of the plan can be achieved without retaining your workforce. That obviously means training and paying them well, but also making sure that they are not just the whipping boys and girls for complaints but have a real opportunity to carry out their jobs well and can get a sense of achievement from them.</i></p> <p>More employed staff at a fair rate of pay to reduce reliance on expensive agency staff. Need to make caring attractive as a skilled role rather than very low paid 'unskilled' to attract new staff to the profession</p> | <p>The Solihull Workforce Strategy: Great Care, Great Careers has set out how we are working to increase, value and support the social care workforce.</p> |
| <p>Fair Cost of Care</p> <p>There were questions raised about this national exercise aimed at improving the viability of the social care market.</p> | <p>Fair Cost of Care - will increased fees be passed on to staff?</p> <p><i>The impact the Fair Cost of Care policy may have upon the availability of affordable provision within Solihull. What actions could the Council undertake to encourage</i></p> | <p>Fair Cost of Care is a national exercise to understand the median costs of care provision in care homes for older people and in care at home. Solihull has been working with its providers to complete this exercise and will issue more information once plans have been</p> |

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| | <p><i>developers to include more affordable provision in the Borough?</i></p> <p>Fair cost of care is anticipated to lead to an increase in demand for Adult Social Care assessments and services.</p> | <p>approved by the Department for Health and Social Care.</p> |
| <p>Strengths-based approach</p> <p>This was raised as an area where clarity of language was needed and as a constructive approach to care planning.</p> | <p>If you don't work in social care, do you know what a 'strengths-based approach' is?</p> <p><i>I think the strengths-based value is brilliant if this can be carried through.</i></p> | <p>We have added an explanation of what we mean by strengths-based approach and emphasising it, as per clarity of language and less reliance on jargon.</p> |
| <p>Inclusion, faith and diversity</p> <p>Ensuring the tailoring of services to meet different personal needs was recognised as a key aspect for delivering the plan.</p> | <p>Social care should be customised for each of the diverse groups to ensure that the whole community gets the specialised care.</p> <p><i>Diversity and inclusion is the most important thing for faith communities. Social care should consider each diverse group. Good social care is carried out in an inclusive spirit.</i></p> <p>Diversity and inclusion are the most important thing for faith communities. Social care should consider each diverse group. Good social care is carried out in an inclusive spirit.</p> | <p>We will put diversity and inclusion at the centre of engagement and policy development.</p> <p>We are seeking greater engagement with faith and diverse groups.</p> |