

Making it Real in Dudley

Transforming adult social care together



Making It Real in Dudley Presentation to the Adult, Community and Housing Scrutiny Committee 24.9.13

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The Care and Support Bill- Context

Vision

- To promote people's independence and wellbeing by enabling them to prevent and postpone the need for care and support.
- To transform people's experience of care and support, putting them in control and ensuring that services respond to what they want.

This means that, in the future, we expect people will be able to say:

1. "I am supported to maintain my independence for as long as possible"

2. "I understand how care and support works, and what my entitlements are"

3. "I am happy with the quality of my care and support"

4. "I know that the person giving me care and support will treat me with dignity and respect"

5. "I am in control of my care and support"

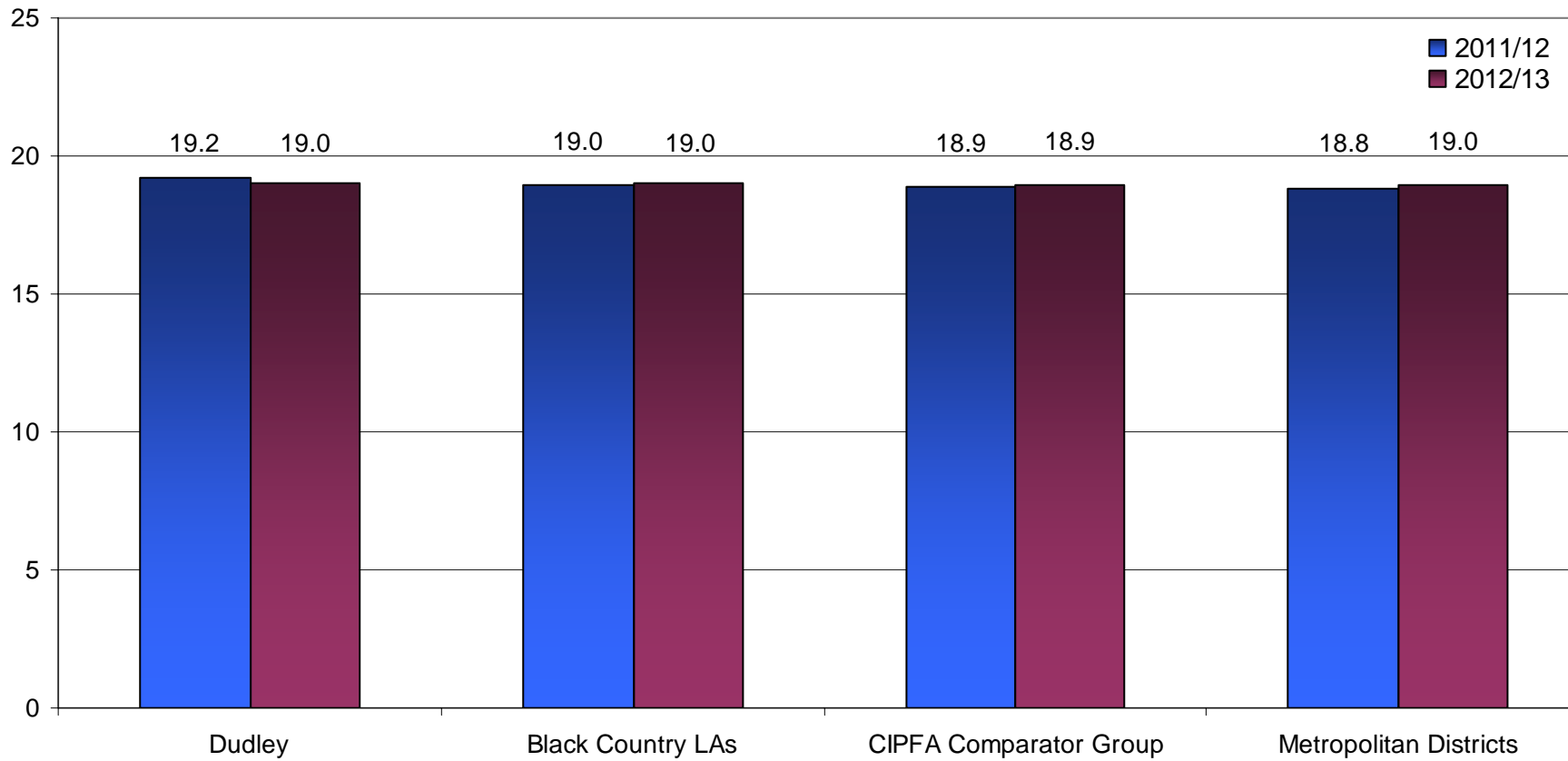


A Short Film About Making It Real

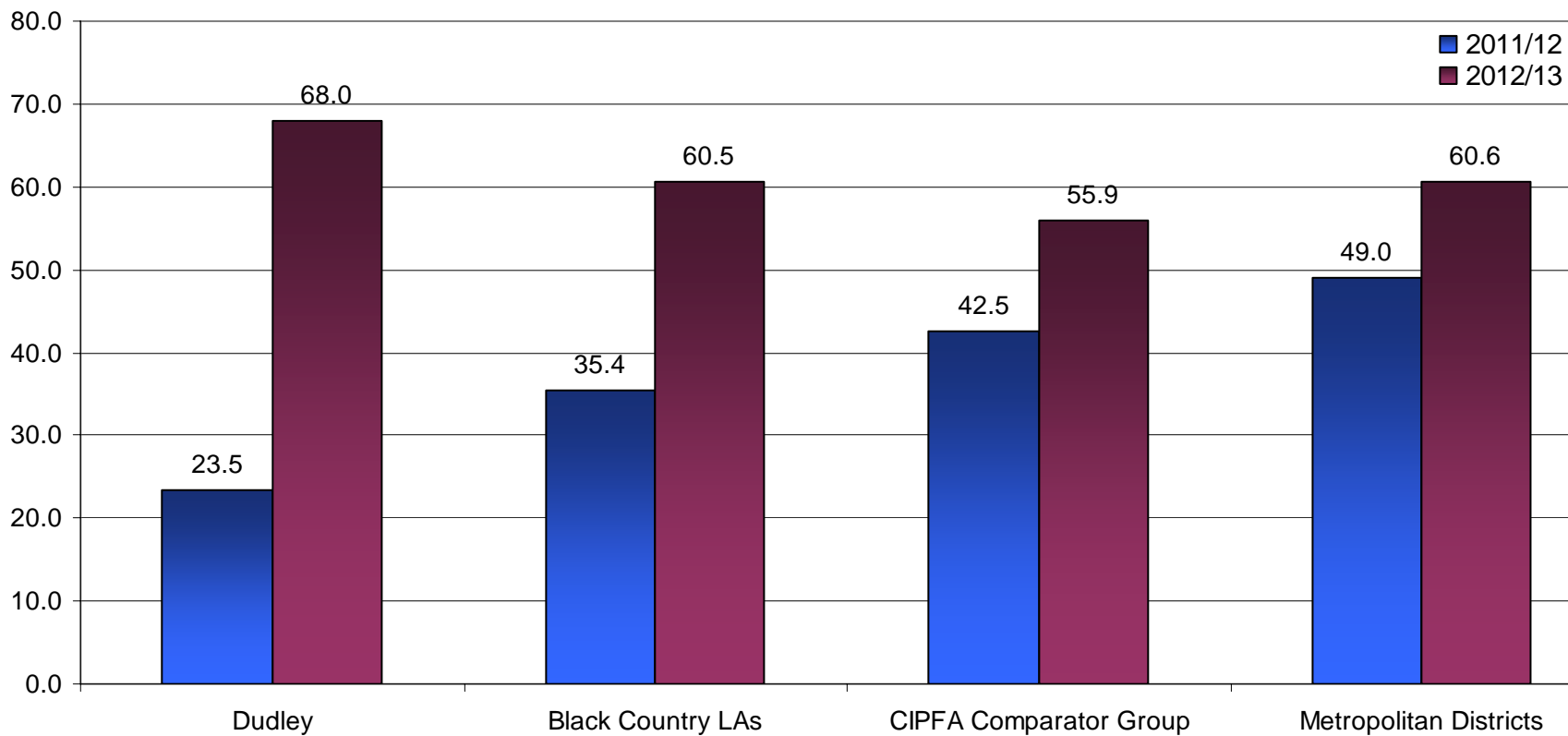
We Want More



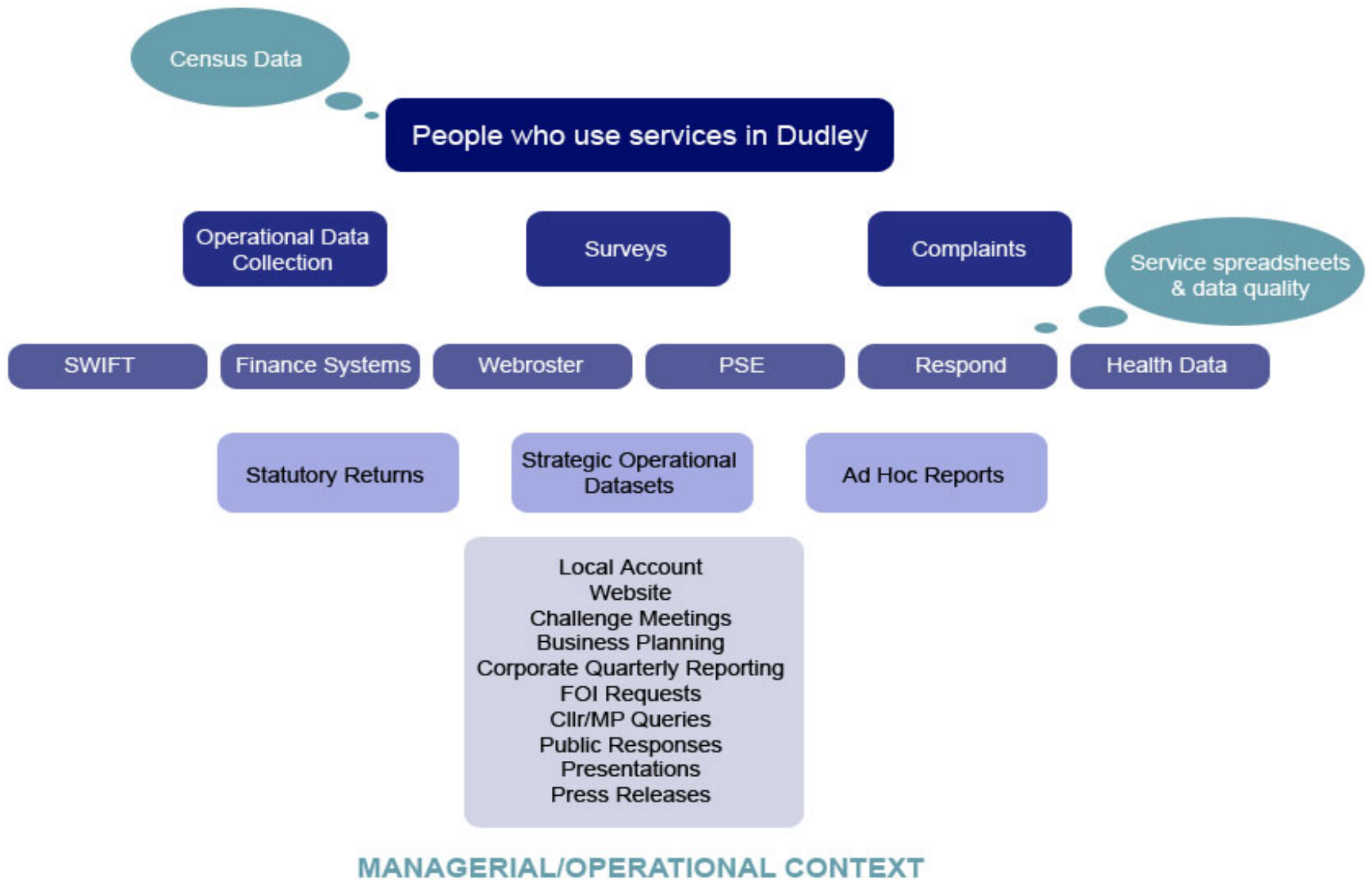
Average Performance ASCOF 1A - Social care-related quality of life 2011/12 & 2012/13



Average Performance ASCOF 1C - Proportion of people using social care who receive self-directed support 2011/12 & 2012/13



How Do We Learn from the People of Dudley?



You say, we do.

“My personal budget has taken a long time to approve. It doesn't allow any time to support me with shopping or voluntary work which is important to me.”

We will review our processes to ensure individual priorities are responded to. We will also explore wider resources in the community to increase the range of choice available

Emerging Themes

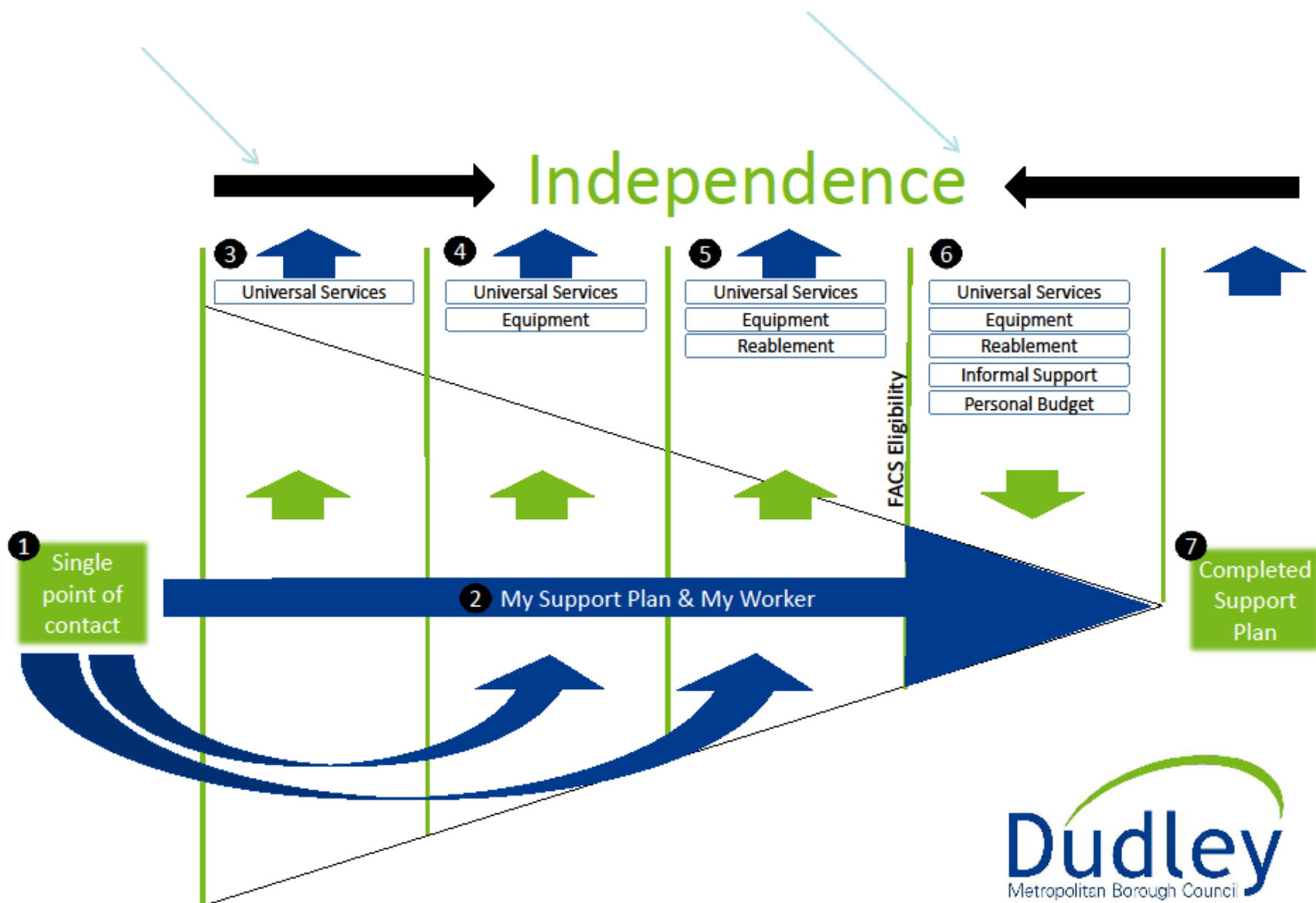
Areas for Improvement

- Our means of allocating resources (Resource Allocation System) takes too long
- Carers assessments need to be quicker and more choice available
- Move overnight respite care is needed
- Transportation needs to improve

Areas of Success

- There have been over 10,000 hits of the Dudley Community Information Directory and over 80% of respondents said “It is easy to find information about adult social care.”
- Over 8,000 people have now benefitted from our Telecare service; which enables people to stay at home
- We now have over 30 micro-provider organisations in the borough and were recently featured in the national press as an exemplar
- Our Dementia Gateway has proven very popular with people who use it and again received local and national praise; having been short-listed for an innovation award.

The Future: Our Target Operating Model



Prevention Activity – D.C.I.D.

Dudley Community Information Directory

Accessibility Text Only Sign In Register Basket (0 Items)

Search for: [Click to search](#)

Home A to Z Help What's On Personal Assistant Directory

Help to live at home Health Getting out & about Advice & support Sport & leisure activities Learning & volunteering opportunities Housing options



Visits



Unique Visitors



Pageviews



Pages / Visit

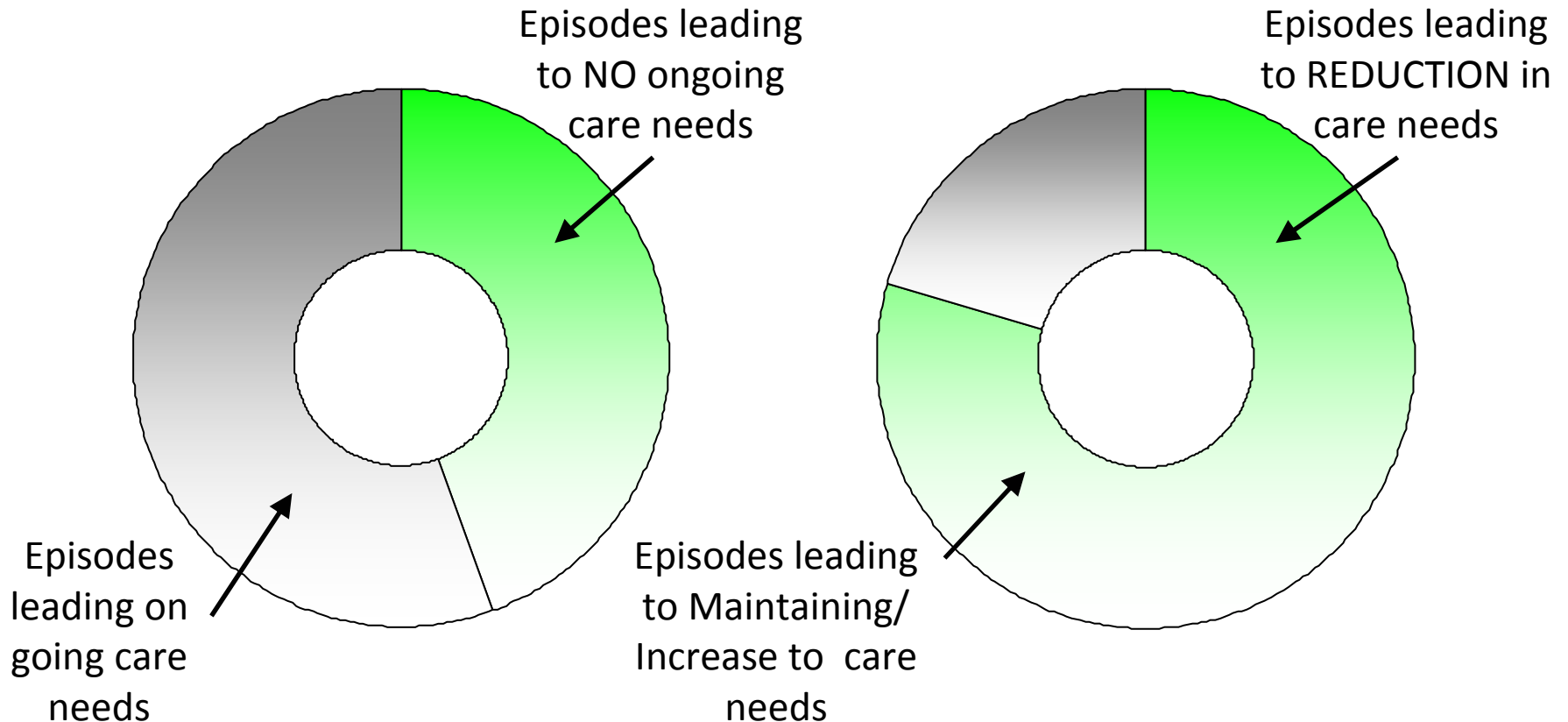


- The above activity relates to the period 01/04/2013 and 19/09/2013.
- An average of 573 visits from 437 unique visitors.

Re-ablement Activity – Living Independently Team

The Living Independently Team in 2012/13;

- Provided 972 episodes of community based Re-ablement.
- 44% of these led to no ongoing care needs.
- 78% of these led to a reduction in care needs.



The Dudley Local Account is online [here](#)
Making it Real is [here](#)