

Local Account

Highlighting the achievements, improvements and challenges of adult social care in Walsall



2022-23



Walsall Council

PROUD OF OUR PAST OUR PRESENT AND FOR OUR FUTURE



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Introduction – Purpose of the Local Account

Welcome to the Local Account for Adult Social Care in Walsall. This report aims to provide you, the people of Walsall, with an insightful overview of the Adult Social Care services available in our community.

We believe in being open and working together with the community. In Walsall, we know that everyone is different, so we offer various services to help improve the lives of adults who need assistance. This could be older people who want to stay independent or people with disabilities who need special care.

This report shares what services we have, like assessments, personal care, housing options, and more. It also talks about how we're trying to make our services better based on your feedback and changing needs.

We know that giving good care means working together with people, families, communities, and local authorities. In this report, you'll hear from people who have used our services and the professionals who provide the care. They'll tell you how our services make a positive difference in people's lives.

We're proud to be a part of the Walsall community, and we think that by working together, we can make our community better for everyone. This report invites you to be a part of this journey, give your feedback, and help us improve adult social care services in our area.

We hope this report helps you understand what we do, what progress we've made, and what challenges we're facing. Our goal is to keep getting better and meet the needs of our diverse community. Thank you for trusting and supporting us as we work to provide the best care to the people of Walsall.



Adult Social Care – Walsall Council

We will empower people throughout Walsall to lead happy, healthy lives by placing people at the centre of all our endeavours.

In Walsall, our approach to Adult Social Care is focused on supporting residents in the most non-intrusive manner, identifying the resources a person has within themselves as well as who and what support they have around them to the fullest extent possible.

Keeping People Safe	Strengths Based Approach
<p>Our mission is to ensure the well-being and safety of people, safeguarding them from harm and abuse. Collaborating with other organisations, we strive to support people in making their own choices, empowering them to lead healthy and secure lives.</p>	<p>Our approach is strength-based, focusing on helping people to remain at home while making the most efficient use of resources within the community and focussing on what people can do rather than what they cannot do.</p>
Embracing a fulfilling life	Supporting Carers
<p>Our focus is on guiding people to consider the support they require and plan for living their best life, not only in the present but also as they age. We strive to empower people to discover solutions that suit them best, enabling a fulfilling and enriching journey throughout life.</p>	<p>We deeply acknowledge and appreciate the crucial role of unpaid carers, and we are committed to providing support to them in their caring responsibilities. We understand the dynamic nature of caring roles, and we stand ready to offer assistance and guidance to carers should their responsibilities change or come to an end.</p>
Enabling people to stay in their homes with appropriate support	Workforce Development
<p>We are dedicated to assessing and enhancing peoples living environments to foster independence. We explore options to adapt homes, provide necessary equipment, or consider alternative accommodation, ensuring that people can lead an independent life with greater ease.</p>	<p>Our Adult Social Care workforce is highly valued and esteemed, and we are committed to nurturing and advancing their skills, knowledge, and values. Through continuous support and development, not only for our team but also our partners, we equip them to deliver effective care and support with utmost dedication and competence.</p>

How does Adult Social Care work in Walsall?

How to contact us

Telephone:
0300 555 2922

Email:
initialintake@walsall.gov.uk

Text phone:
07919 014 925

Write to us:
**Adult Social Care,
Walsall Council,
Civic Centre,
Darwall Street,
Walsall WS1 1TP**

Initial Response Team

The Initial Response Team is the first contact point for social care. We handle requests for information and support and can direct you to the correct service or team.

Duty Teams

Support any incoming queries through Adult Social Care, for people that are in receipt of support

Ways we can support you

Some of the things we can do to help include:

- giving you information about support and services available to you
- assessing you for care
- finding you a carer
- giving you advice on welfare benefits, and helping you with managing your money
- exploring our preventative services and 'targeted interventions' with you
- providing you with equipment and home support for up to six weeks, and help to be safe and complete daily tasks

Short Term Support

Promoting Independence

Walsall's Reablement Service is a compassionate and dedicated program that empowers adults of all ages with physical disabilities to regain their independence and enhance their daily living skills. With a commitment to promoting self-sufficiency, focussing on emotional well-being helping participants gradually reduce their reliance on others and navigate the journey to recovery.

Occupational Therapy

Walsall's Occupational therapy is a valuable intervention for improving everyday tasks when faced with difficulties. Regardless of age, occupational therapists assess various aspects of daily life and find alternative ways to perform challenging activities. They consider physical, psychological, social, and environmental needs to provide comprehensive support. This assistance may involve special equipment or home adaptations like grab rails, level access showers, and stair lifts, leading to a significant positive impact on peoples' outlook for the future.

Crisis Intervention

Our Crisis Intervention and Rapid Response Service offers immediate and short-term emergency support. Our collaborative approach with other community agencies ensures a comprehensive response, aiming to bring stability and relief during critical moments. Through our proactive and decisive interventions, we seek to make a meaningful and positive impact, supporting people in distress and reaffirming our commitment to the well-being of our community.

Long Term Support

Assessment and Case Management Team

Works with all adults, they will explore the provision of support such as home support, day opportunities, supported housing, respite, residential care.

Locality Teams

Walsall Adult Social Care Locality Teams are dedicated to provide personalised support and assistance to adults in Walsall. They focus on assessing peoples' needs, creating care plans, and coordinating services to enhance their well-being and independence. These teams work closely with people, their families, and other agencies to ensure comprehensive and holistic care, addressing various aspects of people's lives, including physical, emotional, and social needs. Their mission is to empower adults to lead fulfilling lives while safeguarding their welfare and promoting their autonomy within the local community.

Learning and Disability Team

The Learning Disability Team in Walsall is a specialised function that focuses on supporting people with learning disabilities and their families. This team is dedicated to provide personalised care and assistance to enhance the quality of life for those with learning disabilities. They conduct comprehensive assessments to understand the unique needs and abilities of each person and create tailored care plans accordingly. Supporting people with learning disabilities to achieve their full potential, promote their independence, and facilitate their integration into the community.

Mental Health Team

The Mental Health Team in Walsall provides personalised support and care for people who face mental health challenges. They conduct assessments, create personalised care plans, and collaborate with people and their families to promote recovery and well-being.

In House Provider Resource

“Putting independence, choice and control with people at the heart of everything we do”

Our Adult Social Care In House Provider Resource, aims to support people, from the age of 16, with a range of disabilities, mental ill health and ASD, along with their families, to access a variety of pro-active enablement functions, to help maximise skills, independence and wellbeing and achieve positive outcomes.

Outreach and Enablement

The Outreach and enablement service is dedicated to providing time limited support, through a strengths-based approach, in order to promote independence and ensure people are supported to meet their goals and aspirations. Our Outreach offer, focuses on supporting people from 16 years and above, including those preparing for adulthood, to ensure a variety of key enablement skills are delivered through working with people, both within the community and their own homes, to help them gain the confidence and skills required to lead an ordinary, independent life.

Outreach and Enablement work with the social work teams to support with the assessment process.

Employment

The Adult Social Care Employment Service, supports those people of working age, with a disability or long-term health condition, as well as carers, to gain and sustain employment, education and training opportunities. Through the development of people vocational and evidence-based employability support, the service works closely with a range of local employers, training providers and educational partners, along with key internal stakeholders, to ensure clear pathways are developed to support people to achieve their employment and educational aspirations.

Shared Lives

The Walsall Shared Lives service offers people the chance to live a regular life, acquire new skills, and enhance their independence with the help of a host family. This support includes engaging in meaningful activities, meeting new people, and connecting with the local community.

Before becoming Shared Lives Carers, individuals undergo a comprehensive assessment by the Shared Lives team. This assessment process includes background checks (DBS), reference checks, evaluations of their home safety, and an assessment of their training and experience. People are referred to the service by a case manager, and through a detailed matching process, they meet a prospective carer multiple times to determine if it's the right fit. This could involve spending the day or evening, short overnight breaks, or even moving in with the carer for a longer period. The Shared Lives team continues to provide ongoing support and monitoring for these placements.

What is a Principal Social Worker?



Care Act 2014 Care and Support Statutory Guidance 1.27 states a PSW priorities include;

- lead the development of excellent social workers
- support effective social work supervision & decision making

Seanna Lassetter is the Walsall Adults PSW and in 2022/2023 has continued to seek to raise profile of social work and develop best practice alongside taking on the role of CQC assurance lead to support preparations for this new inspection regime for Adult Social Care (ASC) from 1st April 2023. Please see **Care Quality Commission ASC** for more information. Seanna completed Mental Health First Aider (MHFA) training in 2022 to support the workforce when there are mental health concerns.

Social Work Education



- 9 SW degree apprentices, including 2 who successfully completed in 2022 and 2 who began in Jan 2023
- Contribute to West Midlands Social Work Teaching Partnership programme board and executive board.
- Supported 6 placements for student social workers, 1 person returning to SW, 2 frontline students, developed shadowing opportunities for aspiring social workers.
- Updated Practice Educator Strategy for 23/25 building on achievements of 21/23 strategy

Practice Quality



- Large scale external casefile audit in Oct/Nov 2022 Overall, 71% of audits were rated good or above, with five rated as outstanding.
- Quarterly multi-agency safeguarding audits
- Bi-monthly internal safeguarding audits
- Ongoing Mental Capacity Act assessment and Approved Mental Health Professionals report audits.
- All audits and monthly practice forums continue to inform practice development, staff briefings/newsletters and provide quality assurance that can evidence practice improvement.

Safeguarding Adults



- Continue to support the work of the Walsall Safeguarding Partnership
- Continue to commission high quality internal training which supports the legal literacy of practitioners and embeds local learning

Priorities for 2022/23



- Prepare for CQC assurance assessment framework by providing evidence of safe and effective social work practice
- Further embed workforce strategy to support recruitment and retention and inclusive leadership
- Develop learning and development approach that learns more from people's experiences of adult social care and encourages professional curiosity and accountability

Workforce Development



- New workforce strategy developed & implemented in Jan 23 to support recruitment & retention of social workers with robust recruitment campaign & updated job descriptions
- Introduction of annual Staff Celebration Event in Jan 23 recognising 42 employee achievements of 2022
- Social Work England webinar in Oct 22 re: professional standards and annual CPD requirements
- Trained 3 Approved Mental Health Professionals, 4 Best Interest Assessors, 4 Practice Educators (PE Stage 1), 2 Practice Assessors, 2 PE updates

Practice Development



- ASYE rolling programme with a programme of virtual & In person workshops delivered to NQSWs with 7 successfully completing in 22/23.
- The professional development forum for advanced practitioners and the practice leader's forum for team managers and practice leads has supported sharing of best practice and communication is improving.
- Engagement in social work with older people national research has supported reflective practice
- Electronic forms have been reviewed and updated to streamline processes

Links with Children's Services



- During Social Work Week in March 23 we jointly delivered 2 webinars and engaged student social workers in understanding experiences of social workers in Walsall.
- Supported recruitment of 2 children's social workers on AMHP programme

Strength Based Practice (SBP)



- Updated SBP practitioner handbook in May 22 to support consistency of approach
- Further developing outcome-based care and support plans
- Completion of SBP leadership training course for team managers
- Further engagement with key partners to support wider system approach to SBP underpinning continuous improvement.

National & Regional Role in Practice Leadership



- Co-Chair West Midlands Adults PSW Network and attend national chairs network and national meetings
- Participated in Research in Practice national PSW CPD events
- Undertaken 1 regional practice reviews and 1 CQC readiness review
- Steering Group for University of Birmingham 3 year research project looking at implementation of SBP & Advisory Group for current research on Family Group Conferencing approach
- Represented WMADASS at the Social Worker of the Year Awards ceremony and parliamentary reception
- Regional PSW rep at WMADASS mental health network
- Developing a more coproduced approach to regional social work practice reviews and incorporating listening to people with lived experience in audits

Principal Occupational Therapist

What is a Principal Occupational Therapist?

Unlike the Principal Social Worker role there is no obligation on Local Authorities to employ a POT. It is however a decision many Local Authorities have taken recognising the vital role OTs play in supporting people to stay in their own homes for longer, living as independently as possible in the life they chose. The current priorities for the POT include:

- Development of excellent OT practice for both adults, children and carers accessing social care services.
- Development of enablement and reablement services accessible at the right time in the right place to support independent living.
- Raising the profile OT and ensuring OT engagement in shaping service development and delivery.
- Collaborative working with therapy colleagues in Health settings to improve therapy pathways, avoid duplication and unnecessary waiting times and identify potential gaps in services.

Walsall's interim POT is Susan Lloyd and she has been in post since March 2023. She has worked in Walsall for many years as an occupational therapist and more recently as a Locality Manager in Adult Social Care. In 2022 she completed a Strengths Based Leadership programme with the Social Care Institute for Excellence which has supported her new role. Some of the progress to date is detailed below.

Recruitment: Local Authorities across the country are struggling to recruit OTs, to support the recruitment of new OTs to Walsall and make us stand out from the crowd a specific post for newly qualified OTs has been introduced.

The role is supported by a 12-month assessed and supported year in practice (ASYP) programme designed to ensure a successful transition from student to confident and competent practitioner. In addition an enhanced induction programme has been created to support experienced OTs who may be new to social care or returning to practice after a career break. To enhance our OT service we have created 2 new advanced practitioner posts to support our Locality Teams and are looking to create further posts across all operational teams in the near future.

Streamlining our adaptations process: some guidance has been completed for the therapists within the Intermediate Care Service. They now make referrals directly to our Disabled Facilities Grant Team for adaptations needed by anyone accessing their services. This prevents unnecessary referrals to Social Care, duplication of work and unnecessary additional waiting time for adaptations to be completed.

Community Clinic Based Assessments: to give people much quicker access to low level equipment, adaptations, information and advice we are in the process of establishing clinic-based assessments by OT Assistants. Our first clinic will be based at Goscote and is due to go live in August 2023. Appointments will be given at first point of contact with Adult Social Care for those whose outcomes can be met in this way. Our longer-term aim is to replicate the clinic process in other areas of the Borough.

Joint working with our housing providers: we are undertaking work with our main housing provider to streamline services, avoid duplication and unnecessary waiting time for minor and major adaptations. We are also supporting them with trusted assessor training to support these processes. In the longer term we intend to share areas of good practice with other providers.

Collaboration with Health Colleagues: A collaboration project has commenced with therapy colleagues across Health Services. There are a number of elements to the project with the overall aim of which is to provide high quality, cost effective, strengths-based services to the people of the borough.

Reducing Waiting Times for Equipment: the process for provision of complex items of equipment from our Integrated Equipment Service has been reviewed and amended to reduce the process time and subsequently the time people must wait for equipment to be provided.

Reducing Waiting Times for Equipment/Trusted Assessor Approach: Over the last 2 months our OT Assistants have delivered a Trusted Assessor training package to all Locality social workers and social care facilitators. This has enabled the SWs and SCFs to assess for and recommend a range of low-level equipment and adaptations removing the need to refer on to the OT service and resulting in these items of equipment/adaptations being provided much more quickly.

Children's OT: The OT's employed in Adult Social Care also provide a service to children. We are working with colleagues in Children's Social Care and Health services to improve and streamline the service we provide and to address some of the gaps.

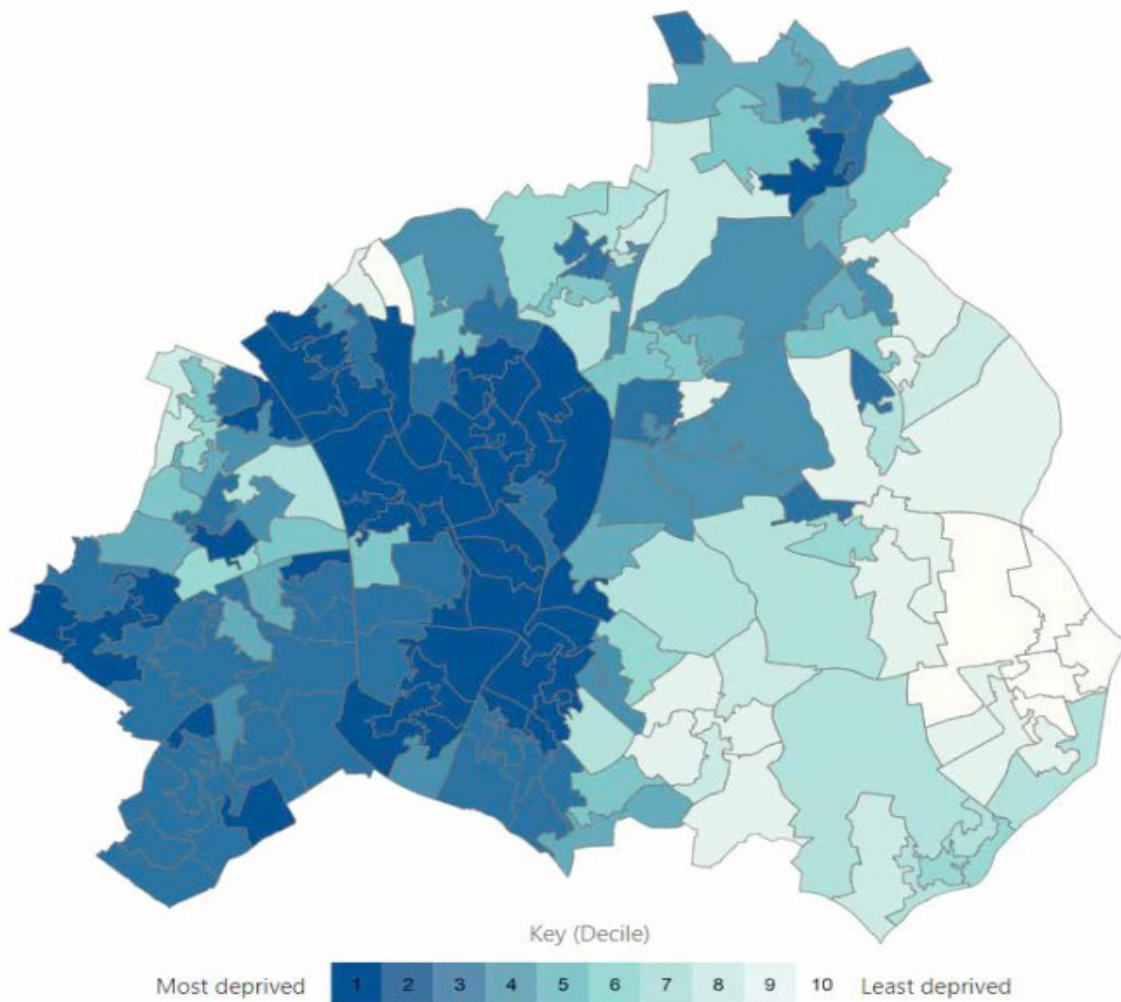
Flexible use of the Disabled Facilities Grant: OT and OTAs have always worked very closely with colleagues in our DFG Team. We have an OT permanently seconded to the team to assist with OT specific issues regarding adaptation provision. We are currently looking at more flexible of DFG funding including supporting people with dementia by providing simple, small alterations to their properties early on in their diagnosis which will support them to maintain their independence for longer.

For further information regarding OT in Walsall contact **0300 555 2922**

Who do we support?

In Walsall we value and celebrate diversity and believe it is essential to provide services which work to maximise peoples' independence and support in the least intrusive way.

Walsall is home to 284,100 people. The borough ranks 25th most deprived and 53rd for health and disability out of 317 Local Authorities.



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Key Facts and Figures for Safeguarding

13,343



New Requests for support
(an increase of 11.7% on last
year's figures of **11,771**)

508



Carers have been assessed/
supported during the year

4,031



People supported with long term
care people during the year.
(an increase of 1.19% on last year's
figures of **3,983**)

1,790



New people assisted to regain
their independence
(an increase of 15.47% on last
year's figures of **1,513**)

84%



Of people aged 18-64 with a
learning disability have been living
on their own or with family

Who we protected

Everyone has the right to live without abuse or neglect and be treated fairly with dignity and respect.

Safeguarding adults is about preventing and responding to allegations of abuse or neglect of adults with care and support needs.

If you are concerned for yourself or someone you know, please contact Adult Social Care on 0300 555 2922.

Key Facts and Figures for Safeguarding

4,085



Safeguarding concerns raised (an increase of 15.80% on last year's figures of **3,525**)

Neglect
Psychological abuse
Physical abuse

Are the top **3** types of risk.

89.1%



Percentage of people who were asked about their desired outcome (an increase last year's figures of **88.8%**)

91.6%

Of peoples' outcomes were partially achieved or fully achieved (a reduction on last year's figure of **95.3%**)

The Deprivation of Liberty Safeguards

Protecting adults to live in safety, free from abuse and neglect is a core duty of Adult Social Care. The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. The aim is to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.

The Deprivation of Liberty Safeguards

1456

Referral and renewal requests received during the year

437

From Hospitals



1019

From Care Homes



594

People have a DoLS in place at the end of the financial year

Views Matter



www.healthwatchwalsall.co.uk - Follow us on Twitter: @HWWalsall - on Facebook: Healthwatch Walsall

Your independent voice for Health and social care services in walsall

The Adult Social Care User Survey represents an annual initiative conducted by local authorities throughout England in collaboration with NHS Digital. Its primary objective is to gather valuable insights and feedback from people who receive community-based support within their own homes, as well as those residing in residential and nursing care facilities.

Since the 2018/19 period, Walsall Council Adult Social Care has established a partnership with Walsall Healthwatch, leveraging their expertise as an independent advocate. This collaboration has been instrumental in facilitating the participation of people with dementia who reside in residential and nursing homes in the survey. Prior to this partnership, their voices often went unheard, and their experiences were not adequately captured.

During the 2022/23 survey, Healthwatch reached out to 214 people residing in 41 different care homes, extending an invitation for them to contribute to the survey. The feedback of 103 people was subsequently collected, accounting for over 80% of the total responses provided by people living in residential and nursing care. In conducting these visits, a combination of face-to-face interactions and technology-enabled methods such as telephone or tablet interviews were utilised.

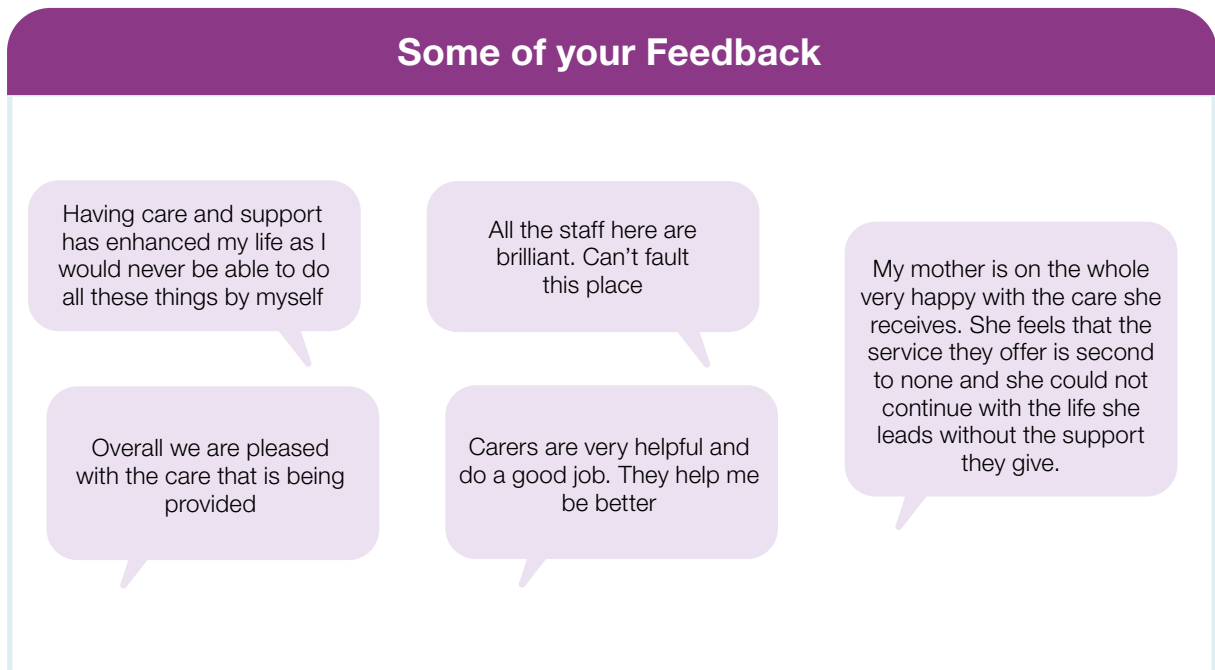
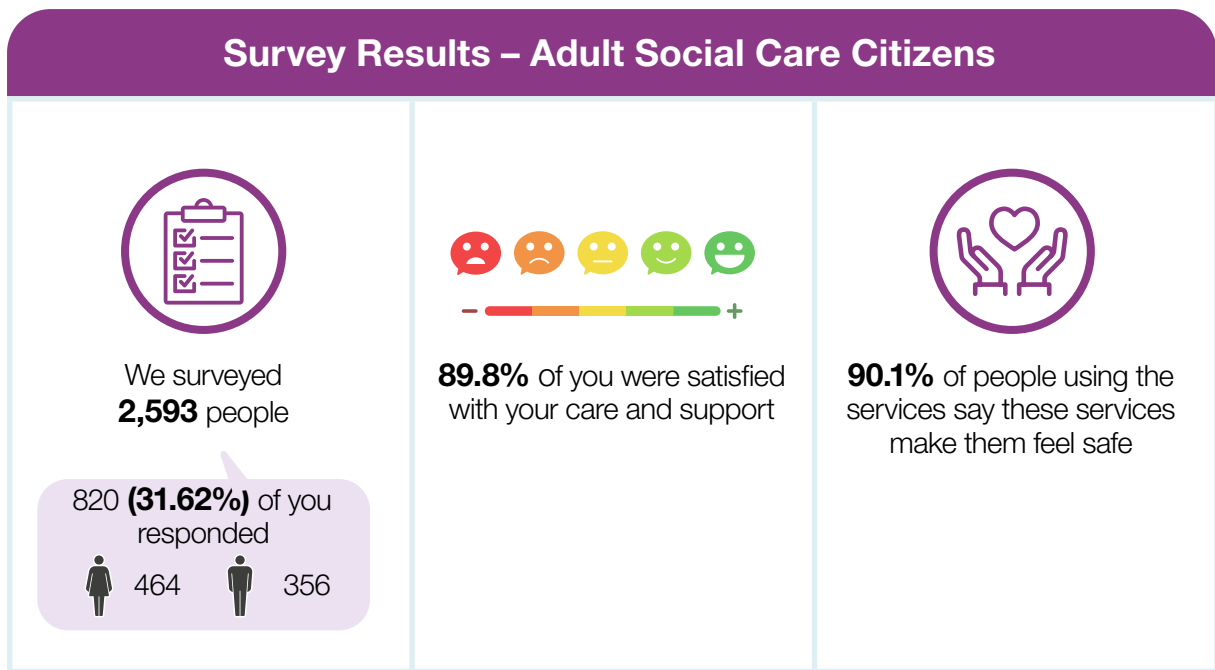
When reflecting on her involvement in supporting the survey, our Healthwatch colleague shared the following insight:

"During the past five years I have spoken to hundreds of residents in and outside of Walsall. I have heard very sad stories and been close to tears with people. On the other side though, I have laughed with residents and enjoyed joyous times with them."

The survey for 2022/2023 was completed in March this year and was undertaken by a hybrid approach (virtual and face to face). I am always mindful I am a guest in their home and this year I have found that using the hybrid approach has been the best way of undertaking the survey and I look forward to using the same method for 2023/2024."

Understanding the views and experiences of adult social care users in 2022/23

On a yearly basis Adult Social Care undertakes a survey to understand the experience of adults in receipt of support and every other year we undertake a survey of the experience of carers. The information helps us set our future priorities and identify any areas for improvement.



Complaints and Compliments

The Deprivation of Liberty Safeguards

120

Statutory complaints received in **2022/23** (a reduction of **8%** on previous year)



7

Enquires / Complaints received by Local Government Ombudsman

3

Complaint investigations upheld by Local Government Ombudsman

91

Compliments received in 2022/23



All people are entitled to a high standard of service, and our aim is to provide people with the utmost support possible. Your feedback is invaluable to us in rectifying issues and enhancing our services for the future. Therefore, we greatly appreciate and encourage your input, whether it's in the form of comments, compliments, complaints, or suggestions.

Our customer care team can be contacted here: <https://go.walsall.gov.uk/contact-walsall-council>

Main issues/themes of complaints

Quality/timeliness of service delivery

Staff conduct

Clarity/ timeliness of information sharing

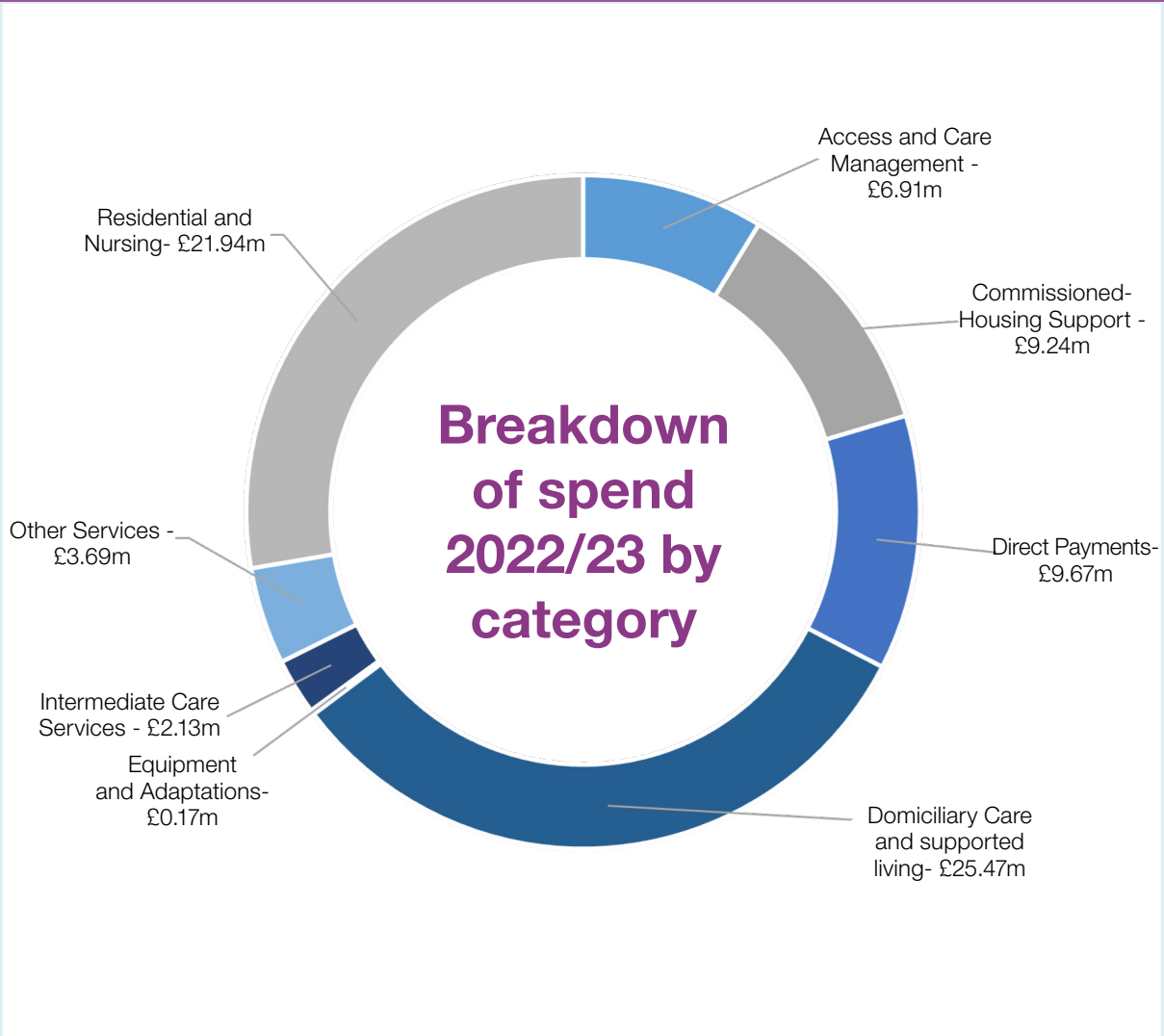
Safeguarding of adults

How do we spend the money

In the context of reduced budgets and limited resources, the demand for Adult Social Care rises as people live longer and more people are able to live longer with more complex needs.

2022/23 Adult social care net spend (just over £79 million)

This compares to a spend of just over **£69 million** in 2021/22



There has been increase in Intermediate Care Services as we support hospital discharges and supporting people to regain independence.

Our Vision and Priorities

Walsall Council, including Adult Social Care, is dedicated to reducing inequalities and maximising potential. We strive to create a healthier, cleaner, and safer environment that provides opportunities for all residents, communities, and businesses to thrive.

1

Community Assets

Supporting and promoting peoples' strengths and the growth of community assets to support care needs

2

Digital Connectivity

Supporting people to access digital and assistive technologies to support their needs.

3

Person Centred Care

Empowering individuals by giving them control and choice in flexible, need-specific decision-making processes

4

Shaping The Adult Social Care Provider Market

Helping to shape and support a strong and stable local care market in Walsall.

5

Ensuring Safe And Quality Services

Improving safeguarding, the workforce and peoples' wellbeing.



Technology Enabled Care (TEC) in Walsall



Technology and equipment are essential for adult social care customers as they promote independence, safety, communication, medication management, health monitoring, cognitive stimulation, and efficiency for caregivers. Embracing these advancements can significantly enhance the overall quality of life and well-being for people receiving adult social care services.

Everyone in Walsall is enabled to live in a place they call home in a caring, supportive and inclusive community, living as fulfilling a life as possible with a focus on wellbeing. People receive help when they need it and are fully engaged in identifying and meeting their needs. If people do need longer-term care and support, it is provided in a strengths-based way with quality providers and services that promote reablement, independence, choice and control in a personalised way respecting dignity and diversity

To help us achieve this we will maximise the use of Technology Enabled Care (TEC) where the technology is tailored to the person's needs and preferences.

TEC can provide an innovative and personalized solutions that are responsive to the needs and aspirations of people.

At Walsall Adult Social Care, we are moving forward with a number of initiatives to ensure we maximise the use of technology available, to achieve positive outcomes for our people.

Here are some of the current initiatives that are underway or that are being piloted in Walsall.

Emma's Story

Emma was referred to the Adult Social Care Provider Service by her Social Worker in early 2021, to look at regaining her independence and exploring employment opportunities. Emma has a visual impairment where she has no vision in her left eye and 17% vision in her right eye. Emma had a good career in a jewellery shop, which she really enjoyed but unfortunately had to give the position up due to the rapid deterioration of her eyesight. This sudden change in her life really knocked Emma and her confidence. As a result, she became very isolated and fearful of leaving the house, she did not like using her cane because of what people would say about her and felt every day was a constant battle with herself and the outside world.

Emma began working with SA from the ASC Employment Service. Even though this was a particularly challenging time for Emma personally, as well as dealing with the impact of the pandemic, she engaged with services and began to develop clear employment pathways which alongside the support she was receiving, would lead to a positive outcome.

Several months later and through continued support received from Employment Services, Emma secured paid employment as an Administrator. The next step was to look at how this transition back into employment could be as seamless as possible through the use of Assistive Technology. From research undertaken and joint working with Access to Work, it was identified that Speech Recognition Software would greatly benefit Emma in the workplace. The Dragon Speech Solution software was implemented and demonstrated to Emma which allowed her to dictate speech into text for all elements of her role. This piece of equipment, alongside bespoke ergonomic/visual keyboards, have been a huge benefit to Emma and allowed her to continue to carry out her role successfully and regain her confidence and independence, both within the workplace and in her personal life and once again, feeling a sense of belonging and purposefulness.



Current initiatives

Here are some of the current initiatives that are underway or that are being piloted in Walsall.



Daily Living System

We have recently upgraded our Just Checking systems which are operationalised from our All Age Disability Hub. Just Checking provides activity monitoring services that help care professionals complete objective, evidence-based assessments. Discreet door, movement and activity sensors around a person's home provide an overview of daily activity to help professionals make proportionate care decisions.

A better understanding of when support is needed puts the focus on maximising independence and autonomy without compromising quality of care.

Benefits of Just Checking – Daily Living System – A Social Workers' Story

The young person I was supporting had previously lived with his family, however he had to move out of the family home due to family not being able to manage his care needs alongside their work commitments. Adult Social Care assisted with the move to a supported living accommodation, sharing with another individual of similar age and needs. This has been a positive move for him as he is engaging in more community activities and socialising with peers.

Just Checking was installed because the provider requested waking night support. However, both individuals have never required waking night support previously as it has never been identified that they wake during the night requiring intervention. Just Checking has been installed twice at this property, when the first individual moved in and again when the second individual moved in. Just Checking identified that both individuals do in fact sleep throughout the night and on occasions (less times than the provider was saying) would wake but would not leave their bedroom and instead play with their sensory toys. However, as motion was detected this would result in a welfare check being completed to ensure their safety as they are unable to assess risks and danger. Therefore, a disturbed night was implemented rather than waking night.

Closing statement

In conclusion, we would like to express our sincere gratitude to the residents of Walsall for taking the time to engage with the Local Account for Adult Social Care. This publication has been a collaborative effort to provide you with a transparent and insightful view of the work undertaken in Adult Social Care.

We firmly believe that by working together, we can create an inclusive and supportive environment for all residents in Walsall. Your trust and support have been instrumental in our continuous efforts to improve and meet the diverse needs of our community.

We understand that each person in Walsall has unique needs and aspirations, and our Adult Social Care services are designed to enhance the quality of life for all adults requiring assistance. From social care assessments to specialised care, we strive to offer a comprehensive range of services tailored to your specific circumstances.

The experiences shared by people and their families, as well as the dedicated professionals, have highlighted the positive impact of our services on people's lives. These insights have served as a constant reminder of the importance of our work and have inspired us to continually evolve and improve.

We are proud to be part of the Walsall community, and this Local Account is an invitation for you to join us on this journey. Your feedback and contributions are vital as we strive to develop Adult Social Care services that truly meet the evolving needs of our residents.

As we conclude this publication, we hope that it has provided you with an understanding of the services available, the progress made, and the challenges we face. We remain committed to improving and delivering the best possible care to the residents of Walsall.

Once again, we express our heartfelt appreciation for your trust and support. Together, we can build a stronger and more inclusive community, where the needs of all people are met with compassion and dignity.



Thank you for being an integral part of our mission to provide exceptional adult social care in Walsall.

Adult Social Care

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