

Response to Request for Information

Reference FOI 003630
Date 3 June 2019

Adult Social Care - Policy Documents

Request:

I would like to request the following information under the Freedom of Information Act.

Please could you send all current policy documents relating to Adult Social Care and choice over in which setting care is to be provided to a person.

In response to your above question, Section 1 of the Freedom of Information Act 2000 places two duties on public authorities. Unless exemptions apply, the first duty at:

- Section 1(1) (a) is to confirm or deny whether the information specified in a request is held.
- The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held.

In respect of your above question, it has been established after careful consideration that the Council does not hold the above information as we do not hold any specific policy that would directly answer this question

Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

However, where care and support is needed for someone we would work with the person (and any relevant others) to agree an appropriate care and support plan. The primary guidance we would follow is the Care Act 2014 and we would have regard to the care and support statutory guidance, particularly section 10 which talks about involving people in the planning process, direct payments, advocacy/support to enable involvement etc.

[NOT PROTECTIVELY MARKED]

Please see attached our adults standards policy which may be of assistance to you.

Adults Services

Service and Quality Standards

The purpose of this statement is to set out the standards which guide Adult Services.

Approved by – Adults Services Management Team 31 July 2018

Published – 03.09.2018

Review Date – July 2020

REVIEW LOG			
Date	Version	Comments	Approved by
31.07.2018	1.0	Confirmation of standards	Adults Services Management Team
This system of recording review dates is designed to ensure staff at all times use the correct version of the up to date policy / procedure. This system is used on all City of Wolverhampton Council, Adult Services, policies and procedures.			

CONSULTATION
The following people have been consulted on this policy: Director of Adult Services, Heads of Service

KEY SEARCH TERMS (INTRANET)
Service standard; quality standard

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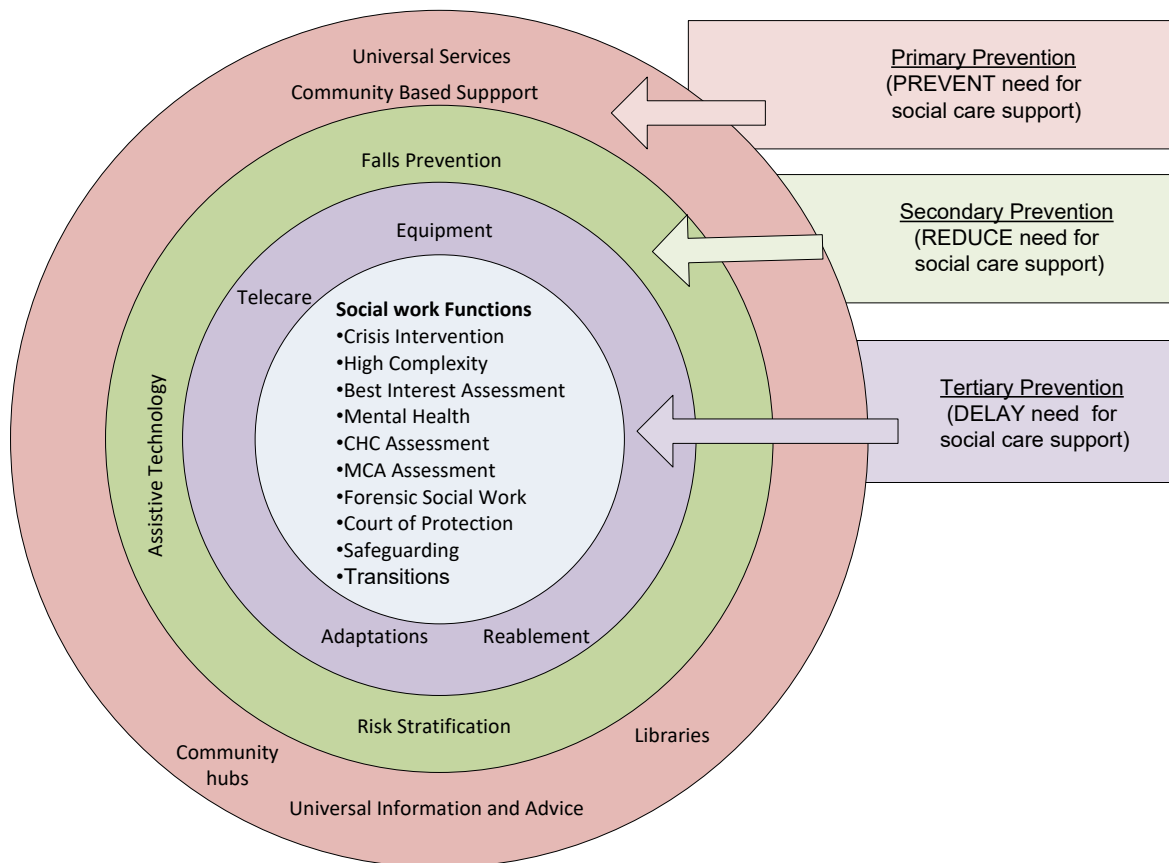
4.0 Contact details

PART A: ADULT SOCIAL CARE SERVICE STANDARDS

Our Promoting Independence Model starts with a positive view of people and our local communities in the City of Wolverhampton.

We believe that adults in the City of Wolverhampton have responsibility for their own lives, using individual strengths and assets as well as those of the wider community.

Our Way in the City of Wolverhampton



PART B: ADULT SOCIAL CARE QUALITY STANDARDS

1.0 Introduction

- 1.1 Our Quality Standards tells you what you can expect from adult social care services in the City of Wolverhampton.
- 1.2 The Care Act 2014 is the main law which is the framework for our practice.
- 1.3 Our staff work to these standards and we monitor how we are meeting them on a regular basis.

2.0 Adult Social Care in the city of Wolverhampton

- 2.1 The City of Wolverhampton Council is committed to providing high quality support to adults who have social care needs and their carers. We will always work with you to ensure you are able to remain independent and safe at home, if this is possible.
 - 2.2 Adult Social Care provides services and support for disabled people who may have a physical or sensory impairment, adults with learning disabilities, people with mental health needs, and adults whose independence is at risk due to age or frailty. We also provide services to people who are at risk of abuse or neglect.
 - 2.3 We will assess people's needs and concentrate on those with the greatest need. We will consistently apply our eligibility criteria so that we can target and use our resources to meet those needs in the most cost effective way.
 - 2.4 The aims of Adult Social Care Services are to:
 - Enhance the quality of life for people with care and support needs
 - Delay and reduce the need for care and support
 - Ensure that people have a positive experience of care and support
 - Safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm
 - Be treated fairly and equally and not discriminate against anyone because of their views, beliefs, and culture.
 - 2.5 Our service standards tell you what you can expect from Adult Social Care services. They apply to you if you use services provided by us, or if you are a carer looking after someone who either uses these services or is eligible to use them.
 - 2.6 We are committed to ensuring that people who use services provided or commissioned by us are treated with dignity at all times. People who use our services and their carers should be treated with dignity in all contacts with adult social care.
- ### 3.0 Standards
- Standard 1 -- Information and advice: supporting you to help yourself
 - Standard 2 – Working out what you need - Assessment
 - Standard 3 – Supporting you to maximum independence

- Standard 4 – Working out your personal budget
- Standard 5 – Working out how to meet your needs - Support planning
- Standard 6 – Paying for care
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- Standard 10 – Involving you and your carers
- Standard 11 –If things go wrong

See below for detail

Standard 1 -- Information and advice: supporting you to help yourself

Our Wolverhampton Information Network (WIN) is available at:

<http://win.wolverhampton.gov.uk/kb5/wolverhampton/directory/adult.page?adultchannel=0>

Through the WIN, we can provide guidance and information to more people than ever before. You access relevant help and support about adult social care or other local services that may meet your needs as easily as possible. We will do this regardless of whether you fund your own support.

When you contact us for information, advice, or help to access services you or your carer can expect that we will:

- Make it easy for you or your carer to get in touch by providing a range of ways to contact us and access information
- Try and resolve your enquiry at first point of contact
- Respond to your answerphone messages and emails within one working day
- Make our services easy to use by providing clear information about opening hours and access arrangements
- Use plain English in our publications and written information. If asked we will provide information in different formats or languages
- Offer an interpretation service, if required, for people whose first language is not English where they need them
- Answer your call quickly, if you phone, and try to give you a full response at the time you call or visit. If we cannot resolve your query within one working day we will take your details, explain who is dealing with the matter, and tell you when you can expect a response
- Seek to understand and clarify what your enquiry is about and provide you with good quality information and advice that will help you to make choices
- Pass your details on to a relevant team or service promptly if you are eligible for an assessment of your needs
- Try to give you or your carer information and advice about other services if they are more suitable for your needs
- Let you or your carer know how to complain, make suggestions for improvement, and give comments or compliments, and other feedback.

Standard 2 - Working out what you need - Assessment

If you think you need help to manage your daily life you may be eligible for an assessment.

An assessment is when Adult Social Care staff discuss your needs with you in more detail to find out if you or your carer is eligible to receive support from us. If you look after an adult who gets help, or who is eligible for help, from adult social care in Wolverhampton you can also have an assessment to look at your own needs.

If you have an assessment you can expect that we will:

- Send you an assessment form to help you prepare for your assessment
- Make sure you have agreed to an assessment being carried out
- Tell you how long it will take to complete your assessment – up to 28 days
- Clearly explain the assessment process from the start, and what your options are at each stage of the process
- Make sure that you or your carer take part in the assessment as much as possible and give your own views about what you need and what is important in your life
- Listen and take into account the views of your family and carers
- Offer you an interpreter or an advocate if you need help to communicate your views or to help us understand your views.
- Arrange some temporary support for you whilst we are completing your assessment, if you have a serious or immediate need
- Involve other specialists in your assessment if needed. If we do this we will tell you who, why and how long the specialist assessment will be; for example; Occupational Therapist, GP/medical specialist, Housing Advisor
- Offer a carer's assessment to the person who looks after you, if relevant, to look at their own needs
- Give you a copy of your completed assessment and a letter which will tell you whether or not you are eligible for support.
- Give you or your carer information and advice about other services more suitable for your needs if, as a result of the assessment, you are not eligible for help from us.

More information about Carer's Assessment can be found on the Council website using this link: <http://www.wolverhampton.gov.uk/article/2970/Assessments-under-the-Care-Act>

Standard 3 – Supporting you to get maximum independence

City of Wolverhampton Council Reablement is the name we give to short term home support designed to help you become as independent as possible.

The workers in this service will work with you so that you learn (or re-learn) important skills you need for everyday life.

Many people who participate in reablement find that they learn to cope very well on their own, without the need for social care support.

Depending on your circumstances, you might be referred to the reablement service. For example, you may be referred:

- When leaving hospital
- After contact from yourself to Adult Social Care Direct
- When your service is reviewed

Reablement will work with you to build your confidence to be able to carry out daily activities, look after yourself and increase your independence.

Reablement will always be considered before we develop a long-term care and support plan with you if it might help you become more independent.

If you have a reablement service, you can expect:

- A programme of short term support that will be tailored to your individual needs so that it meets the goals you have agreed.
- You will set weekly goals with your worker to regain your confidence, rebuild your skills and increase your independence
- At the assessment we will also see if any equipment, assistive technology or an adaptation to your home will help you
- During your reablement service staff may give you advice and information about other groups and services which will support your independence.
- When your reablement service finishes you will be reassessed to see if you still require support and whether you are eligible for a service

If you require further support, we will agree your personal support plan (see Standard 5) and you will have a financial assessment (see Standard 6). Your assessment worker will discuss with you how to meet your needs and the budget (see Standard 4) available to support you to manage this.

Standard 4 – Working out your personal budget

Once we are clear about your needs and that you are eligible for support from us, we work out your proposed personal budget. This is the amount of money we think you may need to pay for your support each week, based on your particular situation. A personal budget is aimed at giving you more choice and control over the services you receive, so you can decide which type of service you need and who you would like to provide it. If you are a carer and are eligible for support you may also receive a proposed personal budget.

If you are eligible for support from us you can choose to take your support as a personal budget and can expect that:

- During your assessment we will explain what a personal budget is, how it works and what your options are for using and managing it
- Following your assessment we will send you a letter to inform you how much money could be allocated to your personal budget. (Please note that you may need to contribute to your personal budget depending on your financial circumstances – see Standard 6)
- We will then agree with you how you can use your budget to make your own arrangements for support. This is called your care and support plan. See Standard 5.
- If you choose to manage your own personal budget you would take this as a “Direct Payment” and arrange your own services.
- We can put you in touch with organisations who can offer you support and advice about managing your direct payment
- We will review your personal budget with you at least once a year or sooner if your circumstances change.

Note: You do not have to manage your own budget or services – see Standard 7.

Standard 5: Working out how to meet your needs - Support planning

If your assessment determines that you are eligible for a service we will work with you to agree a care and support plan. A support plan will also agree how you will use your personal budget (see Standard 4) to meet your needs safely, in a way that suits you best.

If you or your carer has a care and support plan, you can expect that:

- You or your carer will be able to complete the plan with help from Adult Social Care staff or with family and friends
- The plan is person centred, is clear about what is important to you and clearly identifies your support needs, your aspirations and hopes for the future
- Will help you to remain as independent as possible
- Clearly identifies the support you need, how it will be organised, how you will maximise the use of local community resources and the final cost of your support.
- Identifies any significant health and safety concerns – at the same time respecting your dignity and your right to take risks
- Shows how you can be supported to take maximum control of your life
- Clearly set out who manages the support that will be provided and how, describing the service arrangements and planned outcomes
- Once your plan is agreed you will be given a copy to keep
- Within a year of starting your service(s) or personal budget, we will review your care to check that it is still meeting your needs. We will arrange to visit you at a mutually convenient time to do this

If there is a change in either the amount or type of care you need, or the amount of money you have, we will work with you to review your situation and adjust your support plan and care as needed

Standard 6: Paying for care

If you are eligible for support from us you may have to pay something towards the cost of the support provided.

The amount you have to contribute will depend on your income and financial circumstances.

A financial assessment officer will contact you to carry out a financial assessment. The financial assessment will let us work out your ability to contribute to your care and how much you will be asked to contribute.

The Council also has an upper limit you can expect to pay if you have to pay the full cost of your care.

The amount you will be asked to pay will be the lowest amount (either the maximum charge OR the full cost of your care).

Services to support carers are free of charges.

If you are offered a financial assessment, you can expect that:

- You have the right to refuse to divulge financial information. However if you do not want to talk about your financial situation, you will have to pay the full charge for your services (or the Council's maximum amount, whichever is lower).
- Our financial assessment team will aim to complete your financial assessment within 28 days of your case being referred to them
- Your financial assessment will be handled sensitively and confidentially. The information you provide will not be shared with any other agencies or organisations, except in certain circumstances. If we need to share any of your information with a third party, we will only do so with your agreement
- You will be able to arrange for someone else to be present if you wish or for someone else, who is your financial representative, to provide the information on your behalf.
- We will make sure you are left with the minimum amount of money to live on as set by central government
- If you feel you have exceptional or additional needs that have not been taken into consideration in the financial assessment, you can ask us to look at your case again. You will need to provide in writing details of the exceptional needs and includes receipts for expenditure.
- Once we have completed the financial assessment we will write to you to confirm the outcome so you are aware of how much you need to pay towards the cost of services.

Standard 7 - Services to support you or your carer

If you decide you do not want to manage your personal budget we can arrange for services to be directly provided to you or your carer.

If we arrange this on your behalf we will:

- Put services in place on the same day in emergency situations and in all cases within four weeks of completing an assessment
- Provide prompt assessments and services to avoid unnecessary delays in discharging you from hospital
- Coordinate services and assessments with our colleagues in the NHS and with other providers so that your services are joined up as much as possible
- Make sure that we commission services which enable you to remain or become as independent as possible
- Make sure that the services we commission are tailored to meet your needs including respect for your culture, religion, age, gender, or sexual orientation.

Standard 8 - Keeping your information safe

We keep a case record about your care needs, the services you receive and the contact you have with Adult Social Care. We need to obtain and keep certain pieces of personal information about you so that we can plan and provide efficient services to you.

If we keep personal records about you, you can expect that:

- We will try and ask you only once for the same information
- All the information we keep will be handled in accordance with the law that tells organisations how we should handle personal information (Data Protection Act 2018 and General Data Protection Regulation).
- Your records will only be accessed by the staff who need to use them and all staff are required to keep your personal information confidential
- We will ask your permission to share any of your personal information with other people (for example, your GP or your family members). However, in exceptional circumstances, it may be necessary to share information without your consent
- Any request you make to see a copy of your records or information that we hold about you must be made in writing. We will respond to your request as soon as possible, and not later than 30 days after your request is received
- We will ensure that all the information we hold about you is accurate and necessary
- If you think the information we hold about you is inaccurate, you can request for it to be changed.

Standard 9 - Keeping adults safe from harm - Safeguarding
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The Council is committed to protecting adults at risk of abuse. Abuse can happen anywhere, and can vary from treating someone in a disrespectful way which significantly affects their quality of life, to causing actual physical suffering. We are committed to preventing the abuse of adults and responding promptly when abuse is suspected.

If you have contacted us about your safety or that of someone else, you can expect that:

- Your concerns will be taken seriously
- Your enquiry will receive prompt attention. A member of staff will talk to you, as quickly as possible. If you are contacting us about someone else, we will contact them as quickly as possible:
 - if there is immediate danger we, or one of our partner agencies, will aim to contact you or the person about whom you are concerned, straight away
 - for other reports of abuse we will normally contact within five working days.
- The person dealing with the report will work with you, or the person about whom you contacted us, to help make any decisions. We will provide help and support in taking action to try to end the abuse and ensure that it does not happen again.
- We will make sure you are told what is happening and will keep you involved if you so wish. Your wishes and views are a central part of the process.
- You will be able to nominate someone to contact us on your behalf if you wish, or someone to speak and act for you.
- We will not normally take action or share information with other people without the permission of the person who is being abused. The only exception to this is in situations where other people may be at risk of abuse.
- If the adult at risk is unable to speak for themselves they can choose someone to act on their behalf such as a friend or family member. If this isn't possible we can arrange for an independent person to do this. This person is called an advocate.
- We will provide you with feedback of the outcome of any investigations.

We will give you the opportunity to tell us about the process and support you received once the investigation is completed.

Standard 10 - Involving you and your carers
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The views of people who use our services, their carers and other residents are important to us. We encourage opportunities for people to be involved and tell us what they think and to help us develop and improve our services. We will regularly consult with you, or someone acting on your behalf, about any services you regularly receive from us, and will inform and involve you in any major policy or service changes that affect you; if you wish.

When we are consulting or involving you, you can expect that:

- We will aim to involve you in ways that are appropriate to you and the purpose of the consultation. This may be through reviews, questionnaires, surveys or focus groups, and may be in writing, by phone or in person
- When we are consulting with you about our policies or services we will explain clearly what the purpose is and how we would like you to be involved
- We will give you feedback about the outcome of your involvement and what we intend to do as a result of your input.
- We will regularly ask for you feedback by using our “Comments Cards”
- Your feedback and responses to questionnaires can be anonymous if you wish
- If you do become involved in any activity to provide us with your feedback we will always reimburse any expenses you may incur
- Every year we also have to send out national surveys on behalf of Government Departments – we will use the information this provides to improve and develop services
- We will develop opportunities for people to provide us with feedback.
- Where it is relevant, we will share the anonymous views and experiences we have gathered with colleagues in other areas; for example with Healthwatch and Health colleagues

Standard 11: If things go wrong

We need to know whether our services are meeting your needs and being delivered effectively. If things go wrong we want to hear from you so that we can look at how we can put things right and improve. We believe that people should feel able to complain, without worrying about being treated differently as a result.

We hope that issues can be quickly resolved locally whenever possible. If not we have a complaints procedure. If you are not happy with a service you have received from the City Council or the way you have been treated, we want you to tell us so that we can, where possible find a satisfactory resolution

If you have a complaint or comment about our service, you can expect that we will:

- Give you clear information and advice about how to make a complaint or comment and how the complaints process works
- Offer you support if you need help to make a complaint or comment, for example an interpreter or an advocate
- Take your complaint or comments seriously
- Write to you within two working days of your complaint being received and let you know who will look into it and how your complaint will be investigated.
- We will tell you when you can expect a reply
- Keep you informed of the progress of your complaint if there are any delays
- Provide you with a full response in writing. We will tell you what was found and how we will put things right for you or your carer and where we find we have not maintained the standards set. We will also tell you how we intend to improve our services where needed
- If you are not satisfied with the outcome of your complaint, we will tell you what the next steps are.

You can give your comments to the people who are working with you or post them to:

Complaints Manager

City of Wolverhampton Council

Civic Centre

St Peter's Square

Wolverhampton

WV1 1XZ

If you are not satisfied with the service you receive, you have a right to complain. Contact City Direct on 01902 551155 or by email complaints@wolverhampton.gov.uk .

You can visit: <http://www.wolverhampton.gov.uk/article/2795/The-complaints-process> for more details on the complaint and comment procedures.

Other ways you can complain include contacting your local councillor, your local MP, a solicitor or the Local Government Ombudsman.

The Local Government Ombudsman,

PO Box 4771,

Coventry,

CV4 0EH.

Telephone 0845 6021983 / 024 76821960,

Text: 'call back' pm 0762 480 3014,

email: advice@lgo.org.uk.

Note: The ombudsman will expect you to have gone through the council's complaints procedure first.

***If you have concerns for yourself or if you are concerned that someone has been or is being abused contact the Multi Agency Safeguarding Hub (MASH), Telephone **01902 551199**

For information about Freedom of Information requests you can visit:

<http://www.wolverhampton.gov.uk/article/1845/Freedom-of-Information-FOI-requests>

CONTACT DETAILS

- Adult Social Care information and advice: Wolverhampton Information Network - <http://win.wolverhampton.gov.uk/kb5/wolverhampton/directory/adult.page?adultchannel=0>

- By internet:

<https://www.wolverhampton.gov.uk/customerservices>

- By telephone:

Safeguarding: 08:30 – 17:00 Monday-Thursday; 8:30-16:30 Fridays:

Tel: 01902 551199

Out of hours: 17:00-08:30 Monday-Thursday; 16:30-8:30 Fridays:

Tel: 01902 552999

General enquiries: 01902 551155

Monday to Thursday 8am to 6pm; Friday 8am to 6pm; Saturday 9am to 2pm

- In person or by post:

City of Wolverhampton Council

Customer Services Team

Ground Floor

Civic Centre

Wolverhampton

WV1 1SH