

Local Account 2024/25

Our story continues...

Special Care Quality Commission edition

Shropshire Adult Social Care



Celebrating a 'Good' Rating from the Care Quality Commission

Contents

	<u>Foreword - Tanya Miles, Director of Adult Social Care</u>	3
	<u>Performance Matters</u>	4
	<u>Co-production Pool</u>	5
	<u>This Year's Local Account – Care Quality Commission Special</u>	6-7
	<u>Working With People – Assessing Needs</u>	8-9
	<u>Working With People – Supporting People to Live Healthier Lives</u>	10-13
	<u>Working With People – Equity in Experience and Outcomes</u>	14-15
	<u>Providing Support – Care Provision, Integration and Continuity</u>	16-17
	<u>Providing Support – Partnerships and Communities</u>	18-19
	<u>How Shropshire Council Ensures Safety Within the System – Safe Pathways, Systems and Transition</u>	20
	<u>How Shropshire Council Ensures Safety Within the System – Safeguarding</u>	21
	<u>Leadership – Governance, Management and Sustainability</u>	22
	<u>What is Co-production</u>	23-24
	<u>Leadership - Learning, Improvement and Innovation</u>	25
	<u>Meet Tamsin – Shropshire Council's Principal Social Worker</u>	25
	<u>Useful Contacts</u>	26-27

The Local Account is...

Each year, Shropshire Council publishes a report called 'Our Story Continues' - also known as the 'Local Account'. In this edition, we take a look at our recent Care Quality Commission inspection and what this means for our support of vulnerable people, overall performance, and areas for further improvement.

In this local account we have changed all the names within the people's stories and used stock photos, as well as photos of people we have permission to use.

We hope this report offers a clear overview of Adult Social Care in Shropshire and ongoing work to enhance services.

Foreword – Tanya Miles, Director of Adult Social Services



I am really pleased to be presenting this year's Local Account. The Local Account is our opportunity to share with you, the people of Shropshire, our work in Adult Social Care and the services which we offer to people with care and support needs. This year, for the first time in many years, we have been subject to external inspection of Adult Social Care by the Care Quality Commission. We are all delighted that their conclusion was that we are 'Good' whilst recognising that they also identified areas for improvement. We have based this year's Local Account on their findings.

Residents of Shropshire will be aware of the extreme financial pressure that the Council has been under. In Adult Social Care we have worked extremely hard to make savings and reduce costs whilst continuing to deliver high quality services. We are convinced that high quality services lead to good outcomes for residents, and that good outcomes often lead to a reduction in costs. If people feel happier, more settled, content and comfortable then they are less likely to need to draw on care and support. This Local Account gives some examples where exactly this has happened. In fact, we are delighted that, through transformation projects and doing things differently, we have managed to make savings whilst still delivering excellent services.

Looking ahead we are aware that demand for our services is likely to go up as the population in Shropshire ages. To address this, we need to focus on how we can prevent and delay the development of social care needs. We are very pleased with the working relationships which we have with our partners in health, public health and further afield. Looking ahead there will be an increased focus on the community; having teams and support based locally in (or near) the community where you live. But more than that we are delighted to be working alongside you, the people of Shropshire. The work which you do in your community, the support which you give each other, the groups and meetings, activities and clubs which you run are so important for us all especially those with social care needs. Thank you.

We look forward to the next year with anticipation. There is no doubt that it will be difficult due to the financial challenges, but equally I have no doubt in the teams around me who are all working so hard to meet the needs of residents. We will continue to improve and transform in order to deliver excellent services. If you have ideas on how we can work with you to do this do let us know at co-production@shropshire.gov.uk.



I hope that you enjoy reading the Local Account,

Thank you for all that you do

Tanya Miles
Director of Adult Services (DASS)



Performance Matters

Every year we undertake a survey from those who draw on support from Adult Social Care. These are the results for 23/24:

About the survey

1,626 people were invited to take part in the annual survey of adult social care in January 2024. Others participated throughout England.

458

responded to share their **views and experiences** of care and support received in the last 12 months.

Respondents **were aged between 18 and 103**. The average age was **69**.

People receiving a range of different services provided their views including people supported at home or in the community, and people in residential care, and people receiving nursing care.

Enhancing the quality of life for people with care and support needs.

People who use services scored their quality of life

19 out of 24



64%

Feel their **quality of life** is good or very good / couldn't be better. **10%** have concerns about daily life.

Care and support services help

89%

of the people surveyed to feel they have a better quality of life.

69%

of the people surveyed need some more help to bathe or shower and **84%** need help with finances and paperwork.



Ensuring that people have a positive experience of care services and support



8 out of 10 feel that the care and support services they receive help them **control** their daily lives.

68%

have enough choice over care and support services available in Shropshire.

87%

feel that their home meets most, or all, of their needs. **94%** feel able to keep clean and presentable.

Ensuring that people who are vulnerable feel safe and protected from harm.

73%



of the people surveyed **feel safe** both within and outside of their homes. Only a small proportion (5.4%) have some concerns such as falling or risk of physical harm in other ways.

9 out of 10 feel that the care and support services they receive help them to feel safe and secure.



78%

feel they have adequate **social contact**.



Do you have recent lived experience of social care services offered by Shropshire Council?

WE NEED YOU!

- Help redesign & improve services
- Share your experiences of services
- Be involved in planning and supporting events
- Help with the recruitment of staff
- Taking part in meetings and events

**COME AND JOIN OUR
CO-PRODUCTION POOL**

JOIN TODAY!

To register and for more information, please email:
co-production@shropshire.gov.uk



In February 2024, Shropshire Council was informed about an upcoming inspection by the Care Quality Commission (Care Quality Commission), with a site visit set for June 4 to June 6, 2024.

The inspection assessed five main areas: individual experiences, feedback from staff and leadership, contributions from partners, established processes, and the outcomes achieved. The evaluation occurred in three phases: first, analysing existing national data and regulatory insights; second, requesting specific documents, a self-assessment and feedback; and finally, collecting information through focus groups.

Feedback was gathered from individuals through collaborations with local organisations, direct conversations with people who use

services and family/unpaid carers. Registered care providers contributed their insights through group discussions and anonymous surveys.

During the site visit, assessment teams engaged in discussions and interviews with staff, leaders, residents and partner agencies.

In February 2025, Shropshire Council received the Care Quality Commission inspection report, which rated Shropshire Adult Social Care as 'Good.' This edition of The Local Account explores the implications of this rating for the Council and the community. It highlights the four areas evaluated by the Care Quality Commission, Shropshire's performance in these areas, and the initiatives being implemented to strive for an 'Outstanding' rating.

What is the purpose of a Care Quality Commission Local Authority Inspection?

Care Quality Commission Local Authority inspections check that all local authorities meet their duties under Part 1 of the Care Act (2014). These inspections provide independent assurance about the quality of care. The process aims to improve outcomes and reduce health inequalities in care access and experience.

What are Care Quality Commission looking for?

The Care Quality Commission inspection covers four main themes, each with specific areas

Theme 1: Working with People

- Assessing needs
- Supporting people to live healthier lives
- Equity in experience and outcomes

Theme 2: Providing Support

- Care provision, integration and continuity
- Partnerships and communities

Theme 3: Ensuring Safety within the System

- Safe pathways, systems and transitions
- Safeguarding

Theme 4: Leadership

- Governance, management and sustainability
- Learning, improvement and innovation

The 'I' and the 'We' Statements

Each area is given an 'I' and a 'We' statement

These are taken from 'Making It Real' statements which were co-produced by Think Local Act Personal to describe what good care and support look like. To find out more about Making it Real please click the link: [Home - Making It Real](#)

'I' statements

The 'I' statement is what people can expect to receive and how they can be expected to be treated when working with the Council.

'We' Statements

The 'We' statement which is what the Local Authority should be committing to doing.

What do the Care Quality Commission scores mean?

Care Quality Commission use a scoring system to rate how well they feel the Council are performing from the evidence they gather from resident's experiences, feedback from staff and leaders, feedback from partners and processes. The scores are:

4= Evidence shows an exceptional standard

3 = Evidence shows a good standard

2 = Evidence shows some shortfalls

1 = Evidence shows significant shortfalls

Shropshire Council was awarded 'Good' from the inspection.

You can read Shropshire Council's full Care Quality Commission Report here:

[Shropshire Council: local authority assessment - Care Quality Commission](#)

Good



Working with People

Assessing Need

The 'I' Statements

'I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.'

'I have care and support that is coordinated, and everyone works well together and with me.'

The 'We' Statements

'We maximise the effectiveness of people's care and treatment by assessing and reviewing their health, care, wellbeing and communication needs with them.'

Did Care Quality Commission find what they were looking for?

'Overall, we heard mostly positive feedback from people about their experiences of contact and support from the Local Authority and many people said their care and support had improved their independence.'
Care Quality Commission Inspector

'Assessment, care planning and review arrangements were not always timely and up to date. Waiting times varied for assessments to be undertaken across different teams, with significant waiting times for people with sensory needs and waiting times for older people and people with learning and/or physical disabilities who were supported by community teams.'
Care Quality Commission Inspector

What is Shropshire Council doing about this?

Since the Care Quality Commission inspection, Adult Social Care has been working hard to reduce waiting times, this has been successful so far and work will continue to improve. We will reduce waits by using lighter touch assessments when suitable, and managing low-level demand through signposting, self-assessment, redirection, and self-service.

We are also introducing a new approach to our assessments, by 'pausing' the process in the initial stage, to enable and empower individuals to maximise their independence and reduce their need for assessment or long-term care. For some people, this may involve working with our START reablement team who provide short-term, goal-focused support with daily activities like washing, dressing, cooking, and mobility to help regain skills and restore confidence.

For this theme,
we were rated 2
= Evidence
shows some
shortfalls

Beryl's Story: Clear Wishes

Beryl was admitted into hospital following a choking incident. She had a history of stroke and is physically disabled.

Beryl was referred to the team to support with hospital discharge. Hospital staff considered Beryl to lack mental capacity to make decisions about her discharge from hospital and where to reside. They concluded that Beryl would be unsafe to return home and required 24-hour care. The referral was made to support Beryl to be discharged to a care home.

The social worker began a strengths-based assessment and identified that Beryl was able to make choices and had the mental capacity to do so. The social worker found that the assessment that deemed Beryl to lack mental capacity did not consider the communication difficulties Beryl had.

The social worker engaged a speech and language therapist to support Beryl with her communication. The social worker was able to use communication tools such as Talking Mats to enable Beryl to communicate her wishes effectively enabling her to have her views heard and understood.

Beryl was clear that she wanted to go home. We worked with her to support her to do this, and to be near her friends, family and community who know and love her.



Working with People

Supporting People to Live Healthier Lives

The 'I' Statements

'I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.'

'I am supported to plan ahead for important changes in my life that I can anticipate.'

The 'We' Statements

'We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier lives and where possible, reduce future needs for care and support.'

Did Care Quality Commission find what they were looking for?

'We received mixed feedback about how easy people, including unpaid carers, found it to access information and advice on their rights under the Care Act or the types of support that were available to them.' *Care Quality Commission Inspector*

'People had a positive experience when being discharged from hospital and good support was provided from reablement services. This had resulted in people remaining independent when they returned home.' *Care Quality Commission Inspector*

What is Shropshire Council doing about this?

Our plans to improve waiting times and experience of assessments includes assessments for unpaid carers. Part of this work will focus on establishing better processes to enable more robust joint assessments for individuals with care and support needs and their family/unpaid carers. Staff will be supported with training on how to meet the needs of carers, building knowledge and skills to understand options for replacement care and how offering personal budgets to carers can enable a more flexible approach to help meet their individualised support needs.

A project group, led by the Adult Social Care Carers Manager has been set up to develop a new self-assessment for carers which can be completed online. This is being co-produced with family/unpaid carers and staff working in Adult Social Care. This will offer an alternative to traditional assessment. It will increase and improve access to information and assessment for those who want it.

Mrs J's Community Reablement Journey

Mrs J was seen at a community hub. The Adult Social Care duty worker made a follow up call with her. It was discovered that Mrs J was in a lot of pain due to a fall. She stated that she had deteriorated in many ways. A community reablement/independence package of care with 2 daily home visits was put in place

Day 1

First visit by reablement practitioner. The worker finds Mrs J is in a lot of pain. She has lost some teeth due to a fall and is experiencing sickness

Day 1

Senior reablement practitioner visits for a support planning meeting where:

- Arrangements are made for a GP home visit
- A dental appointment is booked.
- A referral is made for a bathing assessment

Reablement care package continues. Everything is going well

Day 8

Senior reablement practitioner visits Mrs J. They find Mrs J is not doing so well. When asked Mrs J explains that she said that she was more independent than she actually was as she was worried she would be placed in a residential home

2 visits a day are reinstated

Reablement package of care, is reduced to one visit a day

Day 5

Senior reablement practitioner calls and discusses reducing the care package to one morning visit a day. This is agreed as Mrs J is very independent and is doing well

Reablement care package of 2 visits a day, begins again.

Day 14

Senior reablement practitioner visits with an occupational therapist. Mrs J is assessed for a bath board, and longer-term options are discussed to allow Mrs J to remain in her home

Reablement package of care, continues with 2 visits a day

Day 18

A worker is allocated who completes a Care Act Assessment. A long-term package of care, with 2 visits a day is agreed

Mrs J's time with the reablement team comes to an end on day 20. She starts a long-term package of care with an external home care agency. Her two visits a day allow her to remain in her own home which is where she wants to be

Kevin and Janet's Story: 'Devotion'

Since his wife passed away Kevin has become the main carer for his daughter, Janet who is in her thirties, has a moderate learning disability, and is on the autistic spectrum. Since the death of her mother, she has suffered with anxiety.

Janet and Kevin are devoted to each other, and their home situation works well for both. Kevin worries about the future if anything were to happen to him. He sometimes feels he might like a little extra support, as he has sole responsibility for the care of Janet.

Kevin found out about the Carers Support Service after hearing a talk which the team manager gave at a group he was attending. After he had made initial contact a carer support practitioner was assigned to him. They arranged for him and Janet to have an assessment together, which looked at both of their needs. Janet has started to have some counselling for her anxiety. The carer support practitioner was also able to pass on information and advice about making an emergency plan, which sets out what should happen if Kevin was suddenly unable to provide care due to an accident or

emergency hospital admission. Having an emergency plan helps to prevent a crisis but also gave Kevin and Janet peace of mind knowing that a backup is in place.



Janet and Kevin feel that they do not need any extra help and support at the moment but are glad that they made contact with the Carers Support Service and know where to go if they ever feel that they need more help. Kevin has been signed up to Shropshire carers register, this gives him access to regular information updates, an online training course, and the carer emergency ID card. He will continue to receive regular contact from the Carers Support Service.



Example Of A Carers ID Card (Front)



Example Of A Carers ID Card (Back)

'Their help is invaluable to many carers'

The compliment below was received by email to the Carers Support Service. It echoes other compliments which the team has received.

'I am beyond grateful for your help and the service you provide, it is without doubt a much needed and necessary offering for people like myself who are having to navigate supporting their elderly parents... I appreciate the practical advice and guidance you were able to share, and also the feedback that I was making steps in the right direction. Most of all, it was the empathy shown, the time taken to listen, and signposting me to further help and support not just for my mum, but identifying that I also needed that too... It's a service I didn't know existed nor that I needed until now, but I would be in a worse place without it... your service is invaluable to people like myself, of which there are many.'



Support to live your best life & confidence to care

The Shropshire Carers Support Service offers support to all adult family or unpaid carers caring for adults. The team takes a co-productive approach to empower carers to live their best lives and to access support and services.

Any adult carer can contact the team at any time to access support via:

The carer support line 01743 341995 (Monday- Friday 10am – 4pm, Tuesday 5.30pm – 7pm)

- By registering on the Shropshire Carers Register [Shropshire Carers Register | Shropshire Council](#)
- By emailing shropshire.carers@shropshire.gov.uk anytime
- Or by being referred by other professionals or organisations using the referral form. Other people can also put the carer's details on the Shropshire Carers register with their consent.

Working with People

Equity in Experience and Outcomes

The 'I' Statements

'I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.'

The 'We' Statements

'We actively seek out and listen to information about people who are most likely to experience inequality in experience or outcomes. We tailor the care, support and treatment in response to this.'

Did Care Quality Commission find what they were looking for?

'Assistive technology was used to help to prevent, reduce and delay the need for care and support and to support people to remain independent at home.'

Care Quality Commission Inspector

'Appropriate inclusion and accessibility arrangements were not always in place for people to engage with the local authority in ways that worked for them. The local authority website needed updating to make it more accessible.'

Care Quality Commission Inspector

What is Shropshire Council doing about this?

In response to feedback from the Care Quality Commission, we are looking at options to provide information in alternative formats, to meet the needs of Shropshire residents. This could be through providing videos or providing links on relevant pages to translation services so people can choose the language they want.

Shropshire Council's website content is always being reviewed to improve usability, with our in-house digital team providing support to build and maintain the content. We do this by using data about how the website is used, best practice from other areas and feedback from visitors to enhance people's experience.

Meet Maisy

Maisy is a young adult with learning disabilities. She thrives on routine but sometimes requires support to remember daily tasks. She is very determined and independent with a busy schedule, balancing multiple work placements and caring for her beloved hamster, although her support workers and family help her stay on top of things, Maisy wanted to be more independent and manage her day with less reliance on others. Maisy likes to stick to a schedule to keep busy, however, before using assistive technology she said that she could sometimes feel 'a bit lost' when at home alone for a couple of hours.

Introducing Abilia



Maisy was introduced to the Abilia MEMOPlanner designed to provide visual, audio and text reminders.

She was provided with a dedicated Abilia tablet device and access to the MEMOplanner Go app which is downloaded on her phone.

Each day, the Abilia prompts Maisy with clear reminders for:

- ✓ Waking up in the morning
- ✓ Feeding her hamster
- ✓ Taking medication on time
- ✓ Getting ready for work with details of what workplace she's attending that day
- ✓ Personal care tasks such as showering
- ✓ Preparing to go food shopping

Daily Living Tasks – Greater Independence

Before using the Abilia MEMO planner, Maisy often forgot to complete everyday tasks without her support network prompting and reminding

her. Now, with structured personalised digital Prompts, she has more control and requires fewer reminders from her support team.

Confidence - Feeling in Control and Less Reliant on Others

The Abilia MEMO planner has significantly increased Maisy's confidence in managing her daily activities. As Maisy is highly independent and frequently engaged in various activities, she utilises the MEMOplanner Go app on her phone, providing a more portable calendar companion for when she is at work or participating in recreational activities.

What's Next for Maisy?

Maisy wants to learn to cook more meals on her own, using the MEMOPlanner prompts to develop meal planning skills and checklists. And Maisy is now navigating bus schedules and routes to her various work placements. She is looking to add more to her Abilia, such as bus timetables, reminders for departure times and images of the buses she takes, to help her feel more confident when travelling alone.



'It gives me confidence to keep moving forwards! I don't want to go back. I want to keep getting more independent'
Maisy



Let's Talk TEC



If you know someone who would benefit from this service, please email assistivetechology@shropshire.gov.uk

Providing Support

Care Provision, Integration and Continuity

The 'I' Statements

'I have care and support that is coordinated, and everyone works well together and with me.'

The 'We' Statements

'We understand the diverse health and care needs of people and our local communities, so care is joined-up, flexible and supports choice and continuity.'

A Story of a Friendship

Two residents living in a Shropshire care home, who had formed a close friendship while living together over a number of years, faced an unexpected challenge when they were told that the home would be closing at short notice. One resident, who was funded and supported by another local authority, was particularly concerned about the emotional and practical implications of relocating. The worry of being separated from her friend caused the resident, and her family, a great deal of anxiety.

In response to the situation and with limited time to act, the commissioning and contracts team collaborated with the funding authority, social care professionals, local care providers, and the residents' families to identify a suitable new placement where they could live together which would accommodate both individuals and meet their care needs.

Recognising the emotional impact of the move, special arrangements were made to ensure the two friends could travel together.

This approach helped ease the anxiety of the transition, with one friend offering the other comfort and reassurance throughout the journey.



The residents have now settled into their new home, where they continue to enjoy each other's companionship and support - a testament to the power of person-centred planning and cross-agency collaboration in delivering compassionate care.

For this theme,
we were rated 3
= Evidence
shows good
standards

Did Care Quality Commission find what they were looking for?

'The local authority had clear arrangements to monitor the quality and impact of the care and support services being commissioned for people and it supported improvements where needed.'

Care Quality Commission Inspector

'The local authority worked with local people and stakeholders and used available data to understand the care and support needs of people and communities. This included people who were most likely to experience poor care and outcomes, people with protected characteristics, unpaid carers and people who fund or arrange their own care, now and in the future.'

Care Quality Commission Inspector

What is Shropshire Council doing about this?

Although Care Quality Commission rated us as being of 'good' standard in this area, we have several improvements planned and in place to ensure that we keep up the good work.

A key area for progress is developing a better understanding of the make-up of our population and of local needs. This will happen by conducting ongoing needs assessments to gain a more detailed understanding of issues affecting specific areas. These are already underway in 18 regions across the county.

Most care and support commissioned by Shropshire Council is delivered by independent providers and our commissioning strategy ([Market Position Statement 2024-2027](#)) sets out our vision, priorities, and expectations for all local care services.

We have restructured our contract and quality team to enable proactive monitoring, including regular check-ins with providers as well as more detailed assurance visits. We will develop action plans to support and track improvement for Shropshire providers that are rated high risk or receive Care Quality Commission 'requires improvement' or 'inadequate' ratings. A new Quality Assurance Framework is in development. We are also reviewing and updating our processes and policies. We have established a new monthly market quality and performance group and are creating a 'dashboard' that will display key information in real time to enable quicker and more effective monitoring, analysis and decision making.

Providing Support

Partnership and Communities

The 'I' Statements

'I have care and support that is coordinated, and everyone works well together and with me.'

The 'We' Statements

'We understand our duty to collaborate and work in partnership, so our services work seamlessly for people. We share information and learning with partners and collaborate for improvement.'

Did Care Quality Commission find what they were looking for?

'The local authority worked collaboratively with voluntary and charity organisations to understand and meet local social care needs. They were open to critique and feedback and transparent in their approach to engaging with voluntary organisations.'

Care Quality Commission Inspector

'There was a priority focus on provision of domiciliary care services to support people to remain living in their homes for longer, as opposed to moving into residential care.'

Care Quality Commission Inspector

What is Shropshire Council doing about this?

We are working to expand community-based multi-disciplinary teams with the memory service and admiral nurses to support people living with dementia. These teams are already active in north and south Shropshire and will soon be launching in central Shropshire.

In April 2025 we launch the new Shropshire Together Community and Family Directory, a comprehensive new resource that combines the existing Family Information Directory, Community Directory, and Qube Shropshire Local Directory into one easy-to-use platform. This directory will offer residents easy access to local services and information about a range of organisations, making it simpler to find family support, leisure and community activities.

Click the link below to the Together Community and Family Directory:

[Welcome to the Shropshire Together Community and Family Directory - Shropshire Together Community Directory](#)



Mark's Story: 'Sense of Purpose'

Mark lives in his own property in north Shropshire. He was referred into Adult Social Care by the environmental health following concerns raised by neighbours.



A visit was carried out and his home was extremely hoarded. Initially, he would not allow us into his home, it was unclear if he had access to electricity, heating and water. He was unable to live in the downstairs of the property and had to climb through his belongings, where he was in danger of items falling on him. There was a concern that there might be vermin in the house. Chemicals were leaking into the ground from cars that were stored on his property. His physical health was declining. He was unable to wash regularly and was eating sandwiches as he could not access his kitchen.

Mark had been through past trauma and was wary of engaging with services. We visited regularly, built up a relationship with him, and agreed actions which he would undertake when we visited. This approach worked and over time Mark has cleared a significant number of items from the ground floor of his property. He now has some safe, habitable areas, with access to cooking facilities, electricity, running water and a safe and comfortable place to sit and sleep.

Mark has engaged with support through mental health services with his trauma and with a local specialist provider who work with individuals who struggle with hoarding. Mark's passion is fixing and restoring things, and we connected him with a local charity which mends broken items. This has helped give him a sense of purpose and belonging in his local community. We have held regular multi-disciplinary team meetings with environmental health, housing and health to monitor his progress. We have changed our approach when necessary to ensure that we support him through difficult times.

More importantly we have supported Mark to achieve his outcome of remaining in his home, which has great significance to him. He is now living in a safer environment and is maintaining his own physical and emotional well-being.



Ensuring Safety within the System

Safe Pathways, Systems and Transitions

The 'I' Statements

'When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place. I feel safe and am supported to understand and manage any risks.'

The 'We' Statements

'We work with people and our partners to establish and maintain safe systems of care, in which safety is managed, monitored and assured. We ensure continuity of care, including when people move between different services.'

Did Care Quality Commission find what they were looking for?

'There were systems in place to manage risks to people across their journeys, including referrals, admissions, discharge, and where people were moving between services.'

Care Quality Commission Inspector

'We received mixed feedback about people's experiences of moving between services, for example from children to adult services. Some people had a lack of continuity in their care provision.'

Care Quality Commission Inspector

What is Shropshire Council doing about this?

Before our Care Quality Commission inspection took place, we were already aware of issues affecting some people moving from children to adult services and had started to take steps to address these issues by building our preparing for adulthood team. In order to ensure better continuity and more tailored support through the process of transition to adult services, we are working towards all young people being allocated a transition worker from adult services before their seventeenth birthday.

Nathan's Story: Out and about



Before meeting and working with one of our preparing for adulthood workers, Nathan was so overwhelmed by his environment that he was unable to go out for a year. He now has a package of care, a personal assistant via a Direct Payment, and is able to leave his room and spend time in his local community.

For this theme, we were rated 2 = Evidence shows some short falls

Ensuring Safety within the System

Safeguarding

The 'I' Statements

'I feel safe and am supported to understand and manage any risks.'

The 'We' Statements

'We work with people to understand what being safe means to them and work with our partners to develop the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately'

Did Care Quality Commission find what they were looking for?

'There was understanding of safeguarding risks, with key issues and priorities identified around domestic abuse, self-neglect and tackling exploitation.'

Care Quality Commission Inspector

'Safeguarding enquiries were carried out sensitively, keeping the wishes and best interests of the people at the centre.'

Care Quality Commission Inspector

'There was a strong emphasis on learning from safeguarding incidents, and partners highlighted the positive working relationship with safeguarding teams to keep people safe'

Care Quality Commission Inspector

What is Shropshire Council doing about this?

Although we were rated good in this area, we continue to build on this. Work is underway to capture and analyse data around domestic abuse, to understand the current position and identify areas for improvement. This process will help inform a robust plan to improve domestic abuse outcomes.

All staff complete mandatory domestic abuse e-learning every three years, with bespoke training delivered to the First Point of Contact Team to build confidence in supporting affected individuals. A wider training offer is available across public, private and voluntary

sectors, covering basic awareness of domestic abuse, the impact on children and young people, and trauma-informed practice. Further work will enhance staff access to information, resources, and training to strengthen skills, confidence, and timely responses for victims and perpetrators across all forms of domestic abuse.

For this theme,
we were rated 3
= Evidence
shows good
standards

Governance, Management and Sustainability

Leadership

The 'We' Statements

'We have clear responsibilities, roles, systems of accountability and good governance to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes, and we share this securely with others when appropriate.'

Did Care Quality Commission find what they were looking for?

'There were governance, management, and accountability arrangements at all levels within the local authority which provided visibility and assurance on the delivery of Care Act duties, quality and sustainability, and risks to delivery.'

Care Quality Commission Inspector

What is Shropshire Council doing about this?

Although Shropshire Council scored good in this area, there are still things we are going to do to keep up the good work. One of these is to look at growing the role of co-production within Adult Social Care and the Council, by increasing the number of activities and encouraging more people to get involved.

What is Co-production?

Co-production goes beyond merely hearing the experiences of communities which draw on the services provided by Shropshire Council; it involves people with lived experiences actively shaping the design and development of these services to ensure the best outcomes for both the communities and the council. This approach empowers individuals to have a say in how they receive support, ensuring that services are tailored to meet their needs effectively. Recognising the importance of co-production, the council has established a [co-production framework](#) as part of its operational practices.



What does Co-production mean to me?'

Word cloud created with the words of people with lived experience

For this theme,
we were rated 3
= Evidence
shows good
standards

Co-production in Action!

There are lots of great examples of co-production work happening in Adult Social Care at Shropshire Council. Here is some of work that has been co-produced:

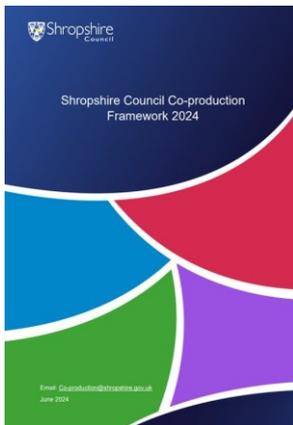
- ❖ Co-production Framework, co-produced and launched in June 2025
- ❖ Workshops involving people who live in supported living, to shape the new supported living framework
- ❖ Co-produced quarterly co-production newsletter
- ❖ Small working group to co-produce a supported carer self-assessment
- ❖ Co-produced the review of the [Adult Social Care Practice Framework](#)

'We were astounded by the level of scrutiny and improvements that people with lived experience had gone to the trouble of writing up. The document was significantly improved by the work they did, and their input was invaluable.'

Service Manager



August's supported living framework working group



[Co-production Framework](#)

'Working alongside a local authority who are so receptive to customer involvement is a new experience for me and one that has been wholly positive. When it is disabled people who use direct payments, it has been great to contribute to the shaping of the service, for myself but also on behalf of others'.

Direct Payment recipient

The co-production team have also run sessions for newly qualified social workers, commissioning teams, community social work teams and have visited partnership providers to give advice on how they can co-produce and the benefits of co-production.



Sophie and Rachel from the co-production team with the area managers at Perthyn. (Perthyn provide support to people with a learning disability)

Co-production can be challenging and take a lot of time, but the rewards for the Council and community are priceless. Instead of just believing us, here's some feedback from individuals who have firsthand experience working with us.

'It was good as an individual to talk through issues and help find answers to tricky problems'
Person with lived experience

'Everybody had an equal chance to talk. I was pleased I did it.'
Person with lived experience

'I liked being part of the workshop and enjoyed hearing what other people said.'
Person with lived experience



Supported Living Framework Working Group

'We both hope to take part again in other co-production projects. We felt proud to be ambassadors for other people who weren't there.'

If you are going to take part in a workshop here are some tips that we think might be helpful

- Be brave! What you have to say is important
- Be professional.
- Listen to other people.
- Sometimes writing things down before you come can help you to think about what you want to say.'

Person with lived experience

We want to hear from you!

Do you or someone you care for draw on support from Adult Social Care?

We are looking for people with experience in social care to help make things better. If you or a family member use social care, your experiences can help.

Why not sign up to our co-production mailing list, we will keep you updated on all things co-production within the Council, and you will also get our co-produced quarterly newsletter.



Email: co-production@shropshire.gov.uk

Governance, Management and Sustainability

Learning, Improvement and Innovation

The 'We' Statements

'We focus on continuous learning, innovation and improvement across our organisation and the local system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research'

Did Care Quality Commission find what they were looking for?

'The local authority worked collaboratively with people and partners to actively promote and support innovative ways of working that improved people's social care experiences and outcomes. Staff were given the autonomy to produce ideas and implement them to meet different demands'
Care Quality Commission Inspector

'The local authority had a committed and passionate workforce'
Care Quality Commission Inspector

Meet Shropshire Council's Principal Social Worker for Adult Social Care; Tamsin Waterhouse

Every Local Authority has a legal requirement to have a principal social worker. Part of their role is to focus on learning, improvement and innovation in Adult Social Care. Our principal social worker writes:

'If I had to sum up my role I would say that it is about creating the conditions for excellent social work practice to thrive. We know that this will lead to good outcomes for those in Shropshire with social care needs, and that good outcomes lead to an improvement in well-being and quality of life.'

My background is quite diverse. I spent most of my childhood living abroad, growing up in parts of Africa, Asia and Europe. I value diversity and the richness which can be found in cultural difference. Social Work is strongly aligned to the values of social justice. Anti-oppressive and anti-discriminatory practice are very important to me.

I think that all of us come into social work with the aim of making a positive difference to

people.

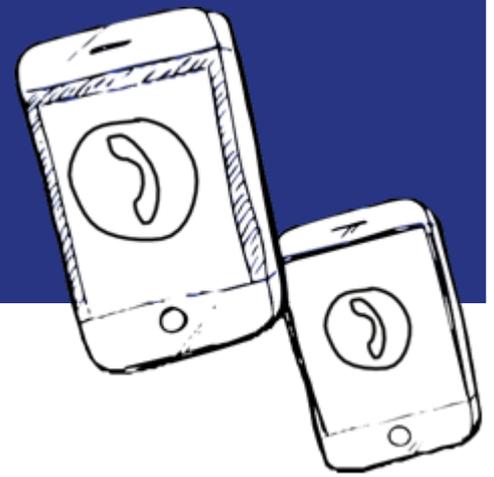
There is nothing better than hearing good news stories where our input has been part of someone's journey towards happier and more content circumstances.

I have a commitment to the importance of value-based practice; where our work is influenced by strong values such as those of kindness, accountability, integrity and humility. Social workers are the servants, not the masters. We are here to; serve the people of Shropshire who have social care needs; safeguard adults and; to work alongside people to identify what is important to them and their wellbeing. My role is to work with staff to ensure that they are well trained and supported so that they can do just that.'



Useful Contacts

Referred to in this local account



First Point of Contact (FPOC) - 0345 678 9044

Adult Safeguarding - 0345 678 9044

(If you have urgent adult safeguarding concerns outside of these hours, please phone the [Emergency Social Work Duty Team](#) on 0345 678 9040)

Adult Mental Health Services - 0300 1240365

Shropshire Carer Support Line – 01743 341995

Citizens Advice Helpline – 0808 2787894

Housing Services - 0345 6789005

Domestic Violence Team: 0300 3031191

Shropshire Council – www.shropshire.gov.uk

Co-production – co-production@shropshire.gov.uk

Shropshire Together Community and Family Directory – [Welcome to the Shropshire Together Community and Family Directory - Shropshire Together Community Directory](#)

Care Quality Commission (Care Quality Commission) – [www.Care Quality Commission.org.uk](http://www.CareQualityCommission.org.uk)

Our story continues...

Shropshire Adult Social Care

Local Account 2024/25

Thank you to the families, friends, neighbours and residents for all you do to support our local communities.



Passionate about Adult Social Care?

Join the conversation. Have your say and make a positive difference. If you'd like to join us in our efforts to place the people of Shropshire at the heart of shaping the future of adult social care in the county, then please get in touch. Your own experience can help change things for the better.



If you'd like to discuss your experiences, wish to contribute ideas or have any feedback about this edition of Shropshire Council Local Account please contact us co-production@shropshire.gov.uk.

<https://shropshire.gov.uk/adult-social-care/>

First Point of Contact 0345 678 9044



Shropshire
Council