



TRAFFORD
COUNCIL



Adults, Health & Wellbeing newsletter - July

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Hello from Maggie

[Follow this link to see Maggie's video message.](#) Maggie's video message in full: Hello and welcome to my July vlog. After months of talking about it, we've now got our CQC notification that they're coming to do the assurance visit for adult social care services here at Trafford Council. Not to worry because that doesn't mean they're coming on site just yet. The first three weeks' activity is really a tabletop activity where we collect all of our evidence and make sure that it's in a good state to submit to CQC. So amongst activity we'll be undertaking over the coming three weeks is ensuring that our self assessment, talking about the quality of adult social care, services here in Trafford is in a really good state but then looking at the other 37 pieces of evidence that they require and getting them submitted in time for the deadline on the 1st of August. Following that, CQC will be asking us for our 50 cases, our 50 audited cases. And we've made some great progress over the last couple of months in terms of our audit process and cycle. And we've seen some great examples of case work that we will be sharing with CQC when they come to call. The main event will be the CQC on-site visit. So that's when a number of you will get to meet the inspectors to talk about your work and talk about what it's like to be a social worker here in Trafford. We don't know when that will be yet, but we expect it to be in the next two or three months. There's nothing to worry about in that process because we're going to put lots of energy and effort into making sure that you're really really prepared, including doing some partnership work with Northwest ADASS and the LGA to bring some support on site to talk you through what the requirements will be. So, there'll be more about that in future newsletters and in future vlogs as well. One of the things I was really pleased to do this month was visit the social work forum arranged by Anne Hollis and Fiona Metcalf. I was really pleased to see a good

number of you in attendance and talking about one of the really important topics that's at the heart of a lot of the work we do, carers. So there was a great presentation and a discussion around the work of our carers' centre. But then we heard from Nicola Jones who is the chair of our workforce carers' group here at Trafford Council, but also the team leader for our ICE team as well. And Nicola talked about her caring role, her role leading that group, but she told us a little bit about her mom that she who she cares for and really told us some great stories and gave us an insight into what it's like to be an informal carer. I'm sure Nic would love to hear from you if you wanted to get involved in the carers' group and you too have caring responsibilities. The other big event that happened this month was our co-production event at Stretford Public Hall. So we've been working with Social Care Futures over the last couple of months to really think about our co-production capabilities and capacity. So, we had an event that really focused on our adult social care strategy around Improving Lives Every Day, but we took the chance to focus on two key topics. The learning disability partnership board and how we start to further develop that and thinking about how we engage service users and residents in the work that we're doing around the front door. It was a really great day attended by partners, staff, elected members, and members of the public as well. Everybody who attended had a really great time and we've got lots of valuable insights and things that we can take from the day that we'll be using to further our strategy. And finally, next week sees the conclusion of the first piece of work that People Too are doing with us around the front door. So, over the coming weeks, what I'll be able to do is share with you the outcomes of that work and how we're thinking about approaching our front door work in the future. But thank you to all of you who have been engaged with eople too and cooperated with that piece of work. We have gained, as I said, some really really valuable insights that will be used to inform what we do in the future. And finally, I know it's moving towards summer holiday season. So those of you who are taking a break, I hope the sun shines for you and I hope you have a fantastic rest and relaxation and you come back to work refreshed and ready for the challenges ahead. Thank you.

Maggie Kufeldt

Interim Director of Adults Services



CQC Assessment Underway – What You Need to Know

Trafford Council has been formally notified that we'll be taking part in a Local Authority Assessment by the Care Quality Commission (CQC). This is a new national process looking at how well we deliver adult social care and meet our duties under the Care Act 2014.

We're currently preparing a wide-ranging information return, due in three weeks, with a site visit to follow later.

What does this mean for you?

There's no immediate action for most colleagues — just be aware that the process has started. If your input is needed, your manager will be in touch.

Help us tell our story

We're looking for great case studies, examples of good practice, and stories that show the real impact of our work. If you have something to share, please speak to your manager or contact the project team directly.

This is a real opportunity to show the CQC — and the wider public — what we do well and where we're making a difference.

We'll keep you updated as we go. Any questions? Speak to your line manager in the first instance.

Find out more here: [CQC Assessment – What’s Happening and What You Need to Know](#)



Working Towards Greater Equality in Adult Social Care

Trafford’s Adult Social Care team has joined the national Social Care Workforce Race Equality Standard (SC-WRES) programme — a Skills for Care initiative helping organisations create fairer, more inclusive working environments for all.

We’ve analysed our workforce data and submitted a 12-month action plan focusing on five priorities:

- Better data – encouraging more staff to share their personal details
- Diverse leadership – supporting progression through mentoring and development
- Fairer recruitment – using values-based approaches and diverse interview panels
- Listening to staff – through stay interviews, forums and surveys
- Stronger links – aligning with Trafford’s Equality, Diversity and Inclusion Strategy

This is part of our wider Leadership and Culture work under the Improving Lives Everyday programme. We’ve now committed to SC-WRES for the next three years.

Want to find out more or get involved?

Contact [Joy Preston](#) (ASC Programme Lead), [Rob Smart](#) (Staff Engagement Lead) or [Anne Hollis](#) (Staff Voice Lead)



Move to bring mental health social work back in-house

The Council's Executive has approved a proposal to bring mental health social work services back under direct management by Trafford Council. This will mark the end of our current Section 75 arrangement with Greater Manchester Mental Health NHS Foundation Trust (GMMH), under which these services have been delivered.

It means that Trafford Council resumes direct operational oversight of social work functions that are already our statutory responsibility.

For Adult Social Care staff the messages are:

- You remain Trafford Council employees. There is no TUPE or change to your employer.
- Your day-to-day work with the people you support will continue. This is about how the service is managed, not removing roles or changing your purpose.
- The aim is to strengthen professional social work identity, improve supervision and support, and enable better data, quality, and outcomes. We know that change can bring uncertainty, so we will be providing more information and making space for your questions and ideas. We are committed to keeping all colleagues informed and involved throughout.
- If you have any questions or concerns, please speak to your manager in the first instance.



Trafford ASC opens the door

Earlier this month, Trafford Council hosted a successful engagement event at Stretford Public Hall focused on developing our Adult Social Care “Front Door” – the first point of contact for residents who need care and support.

The event brought together a wide range of voices, including professionals, partner organisations, community leaders, and local residents. Throughout the day, attendees discussed what's working well across our adult social care services, what could be improved, and what people would like to see more of.

These valuable conversations are now helping to shape the way we design and deliver services moving forward.

Director of Adult Social Services, Maggie Kufeldt, thanked everyone who took part:

“We’re really grateful to everyone who contributed. Your insights are helping us to build a stronger, more responsive Front Door that works for the people of Trafford.”

Next steps include using the feedback from the event to inform future planning, design, and delivery of services.



1 - The doors are open: Activity from our Front Door event

WorkWell Trafford – Support that works for you



WorkWell Trafford offers free one-to-one support for people who are struggling at work or have had to step away due to their health. Support is available in person at Trafford’s community hubs, over the phone, or online.

If you work with someone who’s recently become unemployed or is finding it hard to stay in work because of a health condition, a WorkWell Key Worker can help them build a personalised plan and access the support they need.

To be eligible, individuals must be over 16 and either live in Trafford or be registered with a Trafford GP.

Find out more or sign up here: [Work Well Trafford | Trafford Community Hubs](#)

WorkWell case study - Bringing back the smiles

One woman from Partington, in her 50s, turned to WorkWell after facing some difficult times at work. She has bipolar disorder and had been signed off sick after struggling to cope with pressure. When she returned, her confidence was low, and she knew she needed a change.

At her local community hub, The Hideaway, she met WorkWell Key Worker Leanne. Together, they talked things through and built a plan to help her find a role that felt more manageable and better suited to her needs.

Eight weeks later, she had started a new job with a new employer—and felt like herself again.

Leanne said: “As the weeks went on, her smile came back. Her confidence grew. She started going out more and even dressing up again—with a bit of makeup and a spark in her step.

She told me it was all thanks to WorkWell. For us, it’s not just about getting someone into work—it’s about helping them reconnect with who they are, so they can thrive both in and out of the workplace.”



Inspiring the next generation of health and care professionals

This month, Trafford Learning Academy and TLCO hosted a dedicated careers event for Trafford students studying Health and Social Care at GCSE level. Four out of the six Trafford schools offering the course attended, bringing around 120 students – a fantastic turnout and a great opportunity for career inspiration.

Students were welcomed by Maggie Kufeldt, Corporate Director for Adults and Well-being, and had the chance to engage with professionals from a wide range of services including Social Work, GMMH, Public Health, School Nursing, Trafford Leisure, and more.

The event not only supported students' course learning but also broadened their understanding of the career paths available. One student said: "The presentations were inspiring and gave me real ideas about my future."

Event organiser Anne Hollis said: "Events like this are vital to help grow our future workforce from Trafford's young talent – and reflect the communities we serve."



2 - Socialisation: A scene from social care careers event.

Trafford home care providers make the grade

Congratulations to Llyon Health Ltd and SureCare Trafford, who have both been recognised for excellence in home care — a great moment for Trafford's care sector.

Llyon Health Ltd, which delivers services locally, has been named one of the Top 20 Small Home Care Groups in the UK for 2025, based on published reviews from clients, friends, and family members. Llyon Health has been on a journey of improvement, with services rated as 'Good' by the Care Quality Commission at its most recent inspection in 2024. The provider has also been supported by Trafford Council's Adult Social Care team throughout this process.

Maggie Kufeldt, Director of Adults and Wellbeing, said:

“This is great news for Llyon Health and great news for Trafford. The group’s commitment to raising standards has been recognised through this award and it is a testament to their hard work and professionalism.”

Meanwhile, SureCare Trafford has been recognised as one of the Top 20 Home Care Providers in the North West, also based on customer reviews.

A spokesperson from SureCare said:

“This is a truly proud moment for us all. The dedication and compassion of our team has made this possible, and we remain committed to delivering the highest quality care to our service users.”

These achievements highlight the high standards across Trafford’s adult social care system.



Stars, Stripes and Smiles at Ascot House

Ascot House went from Sale to the States on Friday 4 July as everyone celebrated American Independence Day in true star-spangled style!

The lounge was decked out in red, white and blue, setting the scene for a fun-filled day of music, games and laughter enjoyed by both patients and staff. The sounds of lively country tunes got toes tapping and hands clapping, with plenty of singing and dancing adding to the feel-good vibes.

And the food? Let’s just say they went all in—classic hot dogs, juicy burgers, refreshing peach iced tea, and banana splits for a sweet finish. A proper taste of Americana. A big thank you to everyone who helped make the day such a success. From decorations to dancing, food to fun, it was a celebration to remember, y'all.



3 - American Pie (hotdogs and burgers): A scene from Ascot House's Independence Day.

"You are amazing!": Compliments for staff

Here is a selection of the past month's roll call of excellence and gratitude.

Paul Miller (Learning Disabilities)

"Just want to pass on some positive feedback for Paul this evening. Paul managed a really challenging and complex situation of 6 children tonight. His approach to the situation was calm, professional and child centred. He was able to keep children at the centre of the investigation and listen to the children's wishes and feelings. I was impressed with how he was able to manage risk but considering appropriate safety planning at the same time.

Paul kept me updated at all times and asked questions for support when needed.

Really impressive Paul and well done."

Kelsey Cox (Urgent Care)

"Kelsey has been amazing. Kelsey was polite and always had dad's best interest at heart. You hear negative things about the Council, everything I worried about was all just hearsay. Everything was done correctly, fast and efficiently."

Karen Kanes (Social Care Assessor)

"I am nearly blind and she listened to what I said. Karen did not rush me, let me take my time talking. Karen asked what I wanted. Carers are very good. Nothing is too much trouble for them to help me. They always know and shout who coming in. I know they will lock my door when leaving. Karen Kanes spent time with me and did not rush me. If I was not sure what to do, Karen gave me all the options so I could choose which one." **Michelle Fisher (Community Learning Disability Team)** "Michelle wholly embodies partnership working, she goes above and beyond on every occasion but what I do feel Michelle excels at is the importance she places on those she supports. Michelle is genuinely aiming to get the best for the people she supports and those around them her approach is just so very person

centred! Michelle sees the importance of all in the individual's 'life' their carers and the 'providers' on this occasion Possabilities Shared Lives Team. On a number of occasions Michelle has really helped me to come to what I believe is 'the right decision' I have not felt concerned to tell her I am unsure or uncertain around matters! I find Michelle's approach refreshing!"

Have you got news for us?

We're always on the lookout for great stories, good news, and standout practice to feature in future editions. Whether it's a team success, a colleague going the extra mile, a project update, or just something you think others would enjoy, we'd love to hear from you.

Email your ideas or stories to Adult Social Care Communications Lead Phil Green at:

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