

Cabinet – 11 December 2013

A vision for Adult Social Care in Walsall

Portfolio: Councillor Mrs B. McCracken - Social Care
Councillor I Shires – Community Engagement and Voluntary Sector
Councillor Ali – Public Health and Protection

Wards: All

Key decision: Yes

Forward plan: Yes

1. Summary

- 1.1 This report lays out a vision for the policy direction for adult social care in Walsall. It commits the council to a way of working with those that need services that focuses on how the Council can best help local people to live independent lives. The report states in policy terms that which Cabinet approved in the Operating Model for Adult Social Care which was approved in June 2013.

2. Recommendations

- 2.1 That Cabinet approves the vision for Adult Social Care and Inclusion as described in this report.
- 2.2 That Cabinet requests that the Interim Executive Director shares the vision with all key stakeholders in Walsall and reports back to the Portfolio Member on the outcome of those discussions.

3. Report detail

- 3.1 In June 2013 Cabinet approved a paper which laid out the operating model for adult social care in Walsall. The paper laid out an approach to adult social care which had a strong focus on the part that prevention and early intervention makes as part of the offer that people in Walsall should receive before they are assessed as being eligible for longer term care and support. This vision for adult social care lays out a set of policy statements and pledges for the citizens of Walsall about how we will deliver services for them.
- 3.2 The vision will be widely used. It will be of assistance in helping all staff who work in social care on the overall direction for the service. It will assist partners in understanding our aims and objectives and will enable us to build on already good working relations. It will assist providers and the voluntary sector in seeing the direction of travel and help them gear up their services to help us meet the challenges that are identified.

4. The Vision for Adult Social Care in Walsall

4.1 Introduction

- 4.1.1 Walsall Council faces the same challenges as the rest of the United Kingdom in adult social care. Walsall has an ageing population and more younger people surviving into adulthood with complex conditions. The challenge for the council is to ensure that a social care and support system is created which has at its heart an ability to assist people to live as independent a life as is possible for them given their needs and circumstances.
- 4.1.2 Walsall has started to develop a set of services that supports this vision, which includes clear help for people who are in a crisis with an aim to help resolve their crisis. The Council will continue to build services that support recovery, reablement, recuperation and rehabilitation. When people approach the council for help this will be the initial offer, to look to see how the council can help them in a way which means some people will not need further care and support; for others the intervention that is offered may defer the period when they will need care and support, and others still will be assisted in a way that helps them (and their carers) best manage to live an independent life where they can manage as much of their care and support as they are able.
- 4.1.3 In order to achieve this aim the Adult Social Care and Inclusion Directorate will work closely with partners. The main strategic partners are housing and health services where we must all work together to ensure that the right interventions and the right services are available to people in need. The council wants to ensure that our partners in the community and voluntary sector are working with us to assist with both the delivery of this vision for promoting independence and in progression to personalisation including personal budgets.

4.2 Context

- 4.2.1 Social care faces many challenges – an ageing population and younger people with more complex needs whilst at the same time there is less money available to meet people's needs. The Government's policy retains a commitment to prevention, developing more integrated services with housing and with health as well as wanting to ensure that those who have longer term care needs have access to personal budgets. The Government has placed responsibility on local councils to ensure there is good local provision to meet local needs. Councils have to plan for adult social care with fewer resources in the future. The value of informal carers in the care and support system is acknowledged though there are no new resources to assist them.
- 4.2.2 The expectation is that people and their carers will take an active part in both seeking to find ways to prevent the need for state funded care or to reduce their needs through more self-management of their conditions.

4.3 The Walsall Pledges

- All customers who approach the Council for help with their care and support needs will be treated with dignity and respect at all stages of their care.

- Our main aim is to assist people to live independent lives. To that end our prime interventions will be looking at ways in which a person can be supported to recover from the crisis that they presented to the Council when they wanted help. For some people this can be achieved through a bit of help by signposting to a community or voluntary sector organisation; for others they may need more help and may need a period of help to support recovery, reablement, rehabilitation or recuperation. We will focus on the outcomes from our interventions that assist with reducing or delaying the need for longer term help.
- We will develop an evidence based set of services with our health colleagues where we are clear we can prevent or delay people's needs for care e.g. a Falls Prevention Service; an incontinence service; a stroke recovery service; a dementia care service etc.
- We will not assess a person who is in a crisis (e.g. in a hospital bed) for a longer term service until we have given them a chance for recovery and recuperation. No one should be admitted first time to a permanent residential care home from a hospital bed.
- We will commission and procure a range of services that will continue to work with customers in a way that delivers the outcomes that promote their independence.
- When customers need longer term care and support they will receive a written support plan which identifies the outcomes that the care and support may be expected to deliver for them. They will know how much money is available to them (a personal budget) and they will have a choice as to whether they take the money themselves to arrange their own care (a Direct Payment) or ask the Council or a third party commissioned by the Council to arrange the services for them. For those who seek a Direct Payment the Council will arrange for support and advice to be available to support that process.
- Each intervention will be personal to the individual concerned. We will look to develop local services that can assist whatever anyone's circumstance – this may include specific services and support to assist older people with dementia, will help those who have longer term conditions, will help frail elderly people, or those with past chaotic lifestyles. We will assist those recovering from mental ill health, people with autism and with learning or physical disabilities. We will work with informal carers at all times to ensure that we are clear on the part that the council can play in helping them care for the person they love.
- We recognise that the way in which care is delivered to people can either be disempowering when a person feels they have lost some elements of control or can empower citizens to feel more in control of their lives. We will always promote the latter approach.
- For those people who have ended up in residential care placements away from the Borough we will continue to find ways to secure appropriate care and support for them in Walsall.

- We will work with our key partners to promote the safety and well being of vulnerable adults and reduce the risks of harm and abuse. Where harm and abuse has happened we will act to ensure that vulnerable adults are safe. Our aim is to ensure that people who may be described as “vulnerable” are empowered to make their own decisions and to take responsibility where they can. When someone is not able to make decisions for themselves we will always act in their best interests and make sure their rights are protected.
- We will seek to develop a civil society where neighbours and communities help to meet the modern challenges of social isolation or discriminatory behaviours. We will not tolerate any behaviour that is abusive to our customers or to our staff. We would expect that local employers will positively seek to take on people who are otherwise disadvantaged in our society.
- We would expect the numbers of our residents who need to be cared for away from their local communities/ neighbourhoods to continue to reduce. We would expect to see a wider use of assistive technologies to be added to the equipment that enables people to remain in their own homes or in supported community housing environments.
- We will work cooperatively with key partners who will include other parts of the local authority; other public bodies; the community and voluntary sectors in Walsall; and those who either are or wish to provide care and support services to the people of Walsall. We will look to be clear about our commissioning intentions and to ensure that everyone is aware of the needs of people in Walsall and how those needs might be met.
- We will integrate our services with partners where we are clear that this will deliver improved outcomes for our customers and we will build on our existing arrangements where services are jointly commissioned via care pathways with local health services through our Joint Commissioning Unit
- We will continue to work with Public Health on the principles of “Every Contact Counts” and where it is reasonable we will assist people in taking more control over their own health and well-being.
- We will listen to people who currently use our services and to other local citizens to ensure that we are working with them to shape the quality and range of local services. We will ensure that we learn any lessons from complaints that are made about our services.
- We will ensure value for money in everything we do. This may mean that some services are moved from one provider to another if quality and outcomes can be assured with a lower cost. We will look to reduce the costs of our bureaucracy through developing slim line processes and where appropriate cooperating with other public bodies (including other local authorities) to reduce our costs.
- We will work closely with children’s services to ensure that children have a planned and smooth transition from children’s to adults services.

- We will plan for and train our staff to contribute to delivering this vision. We will work with staff and Trade Unions to achieve our shared goals.

5. Council priorities

Both the Sustainable Community Strategy and the Health and Well-Being Strategy for Walsall identify the importance of both prevention and promoting independence for people who have care and support needs. The vision for Adult Social Care reflects these Council priorities.

6. Risk management

Paragraph 7.2 below makes reference to the financial challenges the Council expects to face in the coming years.

7. Financial implications

- 7.1 There are no direct implications for the finances of Adult Social Care in implementing this vision.
- 7.2 The financial challenges that the Council expects to face in the coming years may make it difficult to sustain some of the current investment unless the Adult Social Care directorate can clearly demonstrate that the investment in this approach can also assist in saving money. This will be a clear task for those running the operating model. The vision supports this approach.

8. Legal implications

There are no direct legal implications arising from this report. However, the vision for adult social care anticipates and is aligned to the provisions of the Care Bill currently being scrutinised in Parliament, and to be enacted from 2015.

9. Property implications

There are no known immediate implications.

10. Health and Wellbeing implications

This is clearly a key part of the delivery of the Health and Well-Being Strategy as identified in the body of the report.

11. Staffing implications

The vision has no direct impact on the staffing in the Directorate.

12. Equality implications

The principles of equality of opportunity and valuing diversity sit within the Vision for Adult Social Care.

13. Consultation

There has been no formal consultation with either stakeholder or service users in the development of the Vision. If Cabinet approve the vision it will be widely shared and discussed in the major forums with partners and any feedback or improvements suggested by stakeholders will be fed into the cabinet member for any future revision or update. It is expected that the Vision will be shared with staff, health partners and members of the Voluntary Sector in meetings that are taking place in this December.

Background papers

Health and Well-Being Strategy – May 2013

Author

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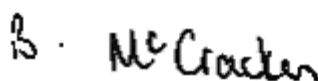
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28 November 2013



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29 November 2013