

Adult Social Care Priorities for 2024/25

Social Care and Health Overview and Scrutiny Committee



Walsall Council



IMPROVE
outcomes and
customer experience



IMPROVE
employee satisfaction
and engagement



IMPROVE
service efficiency
and performance

Context

Demand for ASC is forecasted to continue to increase. ASC needs to transform how it operates, adopting new and innovative ways to meet individual's needs, ensure the right support is provided by the right person whilst delivering quality care. ASC needs to ensure that best social care practice is permeated in all areas, to drive forward improvements across the care sector and achieve efficiencies.

To make this happen, we are working to a set of guiding principles which aims to put the person at the heart of everything we do.



Our vision and principles

Our Vision

*“Working together we promote health, wellbeing and independence for Walsall’s residents. We will provide **the right support, at the right time, at the right place** for those who need it. We respect and listen to the voice of our residents and their carers.”*



Our Principles

Right support - We will provide the appropriate amount of support to keep people safe and prevent, reduce, or delay the need for long term help, delivered by the right people with the right skills.

Right time - We will intervene to prevent things getting worse, increase resilience and maximise independence.

Right place - We will ensure people are cared for in the best setting whether at home, in the community or in a specialist setting – according to need and what is most cost-effective.

Our commitment and outcome to residents

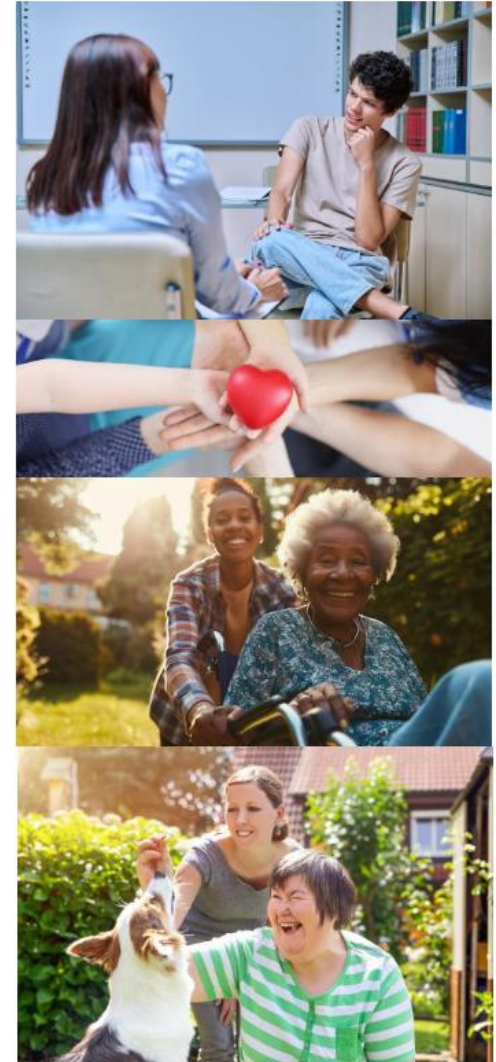
Our commitments to residents

We will:

- Listen to you, so you shape your own support.
- Provide you with information and advice when you need it.
- Enable you to regain your wellbeing and independence.
- Ensure you have quality care that is value for money.

The outcomes we want for residents

- Independence and wellbeing are maximised
- Choice and control over care and support
- Access to a place called home
- Positive experience of social care
- Reduced inequalities and increased inclusion
- People at risk can live free from abuse, harm, and neglect



Our priorities 2024/25

We have identified three priorities which will enable us to move towards our vision for Adult Social Care and achieve the outcomes we want to see for our residents. While we do this our commitment to safeguarding, to listening to the views of people who are experts by experience, and putting the people we support at the heart of all we do will be integral to our plans.

Our Vision

“Working together we promote health, wellbeing and independence for Walsall’s residents. We provide the right support, at the right time, at the right place for those who need it. We respect and listen to the voice of our residents and their carers.”

Priority 1

Develop community-based support and early help. Working with Colleagues and Partners to Prevent, Reduce and Delay needs of our residents.

- We will promote and maintain independence, providing early intervention to ‘prevent, reduce or delay’ the need for care and support including maximising our use of digital technology to help maintain or increase people’s independence.

Priority 2

Shape the care and support offer for Walsall residents with our partners ensuring value for money and quality of provision

- We will focus on outcomes that matter to the individual, supporting people to define what they want to achieve and have choice and control over what happens to them, in the most appropriate setting, and how support meets their needs.
- We will ensure we have financially sustainable support at the right level of quality

Priority 3

Build operational resilience and excellence. Continuously improve how we operate, delivering quality services and improved outcomes for our residents.

- We will strengthen and develop the workforce, including effective workforce recruitment and retention and a developed strengths-based practice model to provide better quality and improved decision making and outcomes, getting it right first time.
- We will ensure readiness for CQC Inspection regime.

Outcomes

Independence and wellbeing is maximised

Choice and control over care and support

Access to a place called home

Positive experience of social care

Reduced inequalities and increased inclusion

People at risk can live free from abuse, harm and neglect

To achieve this, we will work to ensure that:

Care is accessible, transparent and responsive to diverse needs

We work together in partnership, exploring opportunities for joint working and integrated care

People have a say and a stake in decision making

We support and develop the Walsall care workforce

We embrace and develop the opportunities offered by digital advancement

