

Report sponsor: Strategic Director – People
Services
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– Integration & Direct Services

Adult Social Care “Your Life Your Choice” Strategy Refresh for 2019 and beyond

Purpose

- 1.1 To ask Cabinet for permission to engage in consultation on a update the Adult Social Care “Your Life Your Choice “Strategy – as a refresh for 2019 and beyond. The previous strategy was approved by Cabinet, following a period of consultation and engagement, in April 2015.
- 1.2 The revised strategy will describe the key areas of focus for the Adult Social Care service in Derby over the coming years and set out to care providers, families, individuals and partners about how the Council will support them.

Recommendation

- 2.1 To approve that consultation takes place to update the Adult Social Care Strategy so it can be refreshed for 2019 and beyond, and to receive a further report back with the proposed Strategy in February 2020.

Reason(s)

- 3.1 In April 2015, Council Cabinet approved the first “Your Life Your Choice” strategy for adult social care. Although the strategy at that point did not have a formal life cycle or timeframe, it is considered good practice to refresh and update the strategy so that recent developments, opportunities and service pressures being can be adequately captured and communicated widely.

Supporting information

- 4.1 In April 2015, Council Cabinet approved the first “Your Life Your Choice” strategy for adult social care. Although the Strategy did not have a formal life cycle, it is considered good practice to refresh and update the strategy so that recent developments and pressures being faced can be adequately captured and communicated widely. At the time of the first strategy, adult social care was experiencing rising demand and the Council needed to think differently about how best to serve people well whilst working within the resources that are available. This challenge has not gone away, and in subsequent years to the strategy, resources for adult social care have been further pressurised by demand.

4.2 The refresh of 'Your Life, Your Choice' will allow the Council's to set out what it is trying to achieve against the backdrop of demographic changes in Derby. It will set out the purpose of Social Care, the statutory duties the Council must meet in line with the Care Act 2014, and our proposed key approaches and interventions in the coming years. The strategy will focus on how the Council will be managing demand by enabling adults with social care needs to feel more in control, and more connected to their local area and community, in the way they choose to live their lives. The strategy will restate the approach that has been underpinning Adult Social Care in Derby which is to build on an individuals' existing assets and strengths to enable these to be developed further, reducing the level of dependence on formalised care arrangements wherever possible.

4.3 The key priorities that will be consulted upon build on the themes of the 2015 version, namely that the Adult Social Care service will aim to:

- Improve and diversifying the format of and range of information and advice that is available for Carers, families and others involved in supporting people to live independently.
- Resolve queries for as many people as possible at the first point of contact. This could mean making professional staff available at the entry points to social care, and working with health colleagues where this is relevant and appropriate.
- Continue to focus on harnessing people's strengths, skills and assets – as individuals, within their families and as part of their community. This has been central to the vision for Adult Social Care in Derby and will mean that staff will focus conversations with individuals around "what does a good life look like to you" and "how can we work together to find solutions"?
- Continue to work with people at as earliest a point as possible to prevent crises occurring and to plan for major "transitions" or life changes that may be coming up. This will be particularly important given the increasing number of disabled younger adults who will be moving on from Children's services.
- Ensure that no one goes from a stay in hospital into long term care, unless this is the only care setting that can meet a person's needs. Our approach will always be to focus on "Home First".
- Prioritise keeping people safe and well. This will mean continuing to take steps to safeguard vulnerable people from harm and abuse by working with partners to prevent people from being exposed to significant risks and learning from safeguarding or serious incidents should they take place.
- Focus on supporting people's independence, recovery and rehabilitation – moving this type of support beyond crisis interventions and making this a more routine activity in all reviews and assessments. This will mean that for those

people who have ongoing care and support needs, we will be working with individuals, families, Carers and care providers to more regularly review the support being provided so that we can ensure that an individual's capabilities can be maximized at every opportunity. Our aim will be to prevent creating too much dependence on care staff for those people who have skills and abilities that can be harnessed.

- Continue to work to improve the quality and range of care and support available for people to access in Derby by working to improve standards across the care sector. This will involve changing the way some services are commissioned and procured to get better value for money from the available resources.

- 4.5 The consultation on a revised strategy will draw heavily on recent national surveys of social care users and Carers whereby Derby's feedback can be readily compared with national results, and also result of other similar Council's. The measure of success from implementing the strategy will be demonstrating an improvement in feedback from individuals in future surveys. This will provide an indicator that the council's approach is making a positive change in the areas where Derby currently performs less well than others areas.

Public/stakeholder engagement

5.1. Rather, recent feedback from users of social care services, and also from Carers will be used to set out the proposed priorities within the strategy. Existing and ongoing engagement activities will be used to test out opinions about ways in which we can affect the changes that individuals and families want to see change and improve. This will be done by a range of methods including conversations during care reviews, mystery shopping of care providers, surveys & learning from complaints and obtaining feedback via the Customer Experience, Carers Partnership and Learning Disability Partnership Boards. The consultation will seek views on:

- To shape some of the workstreams that will be needed to meet the stated objectives of the strategy
- How we should re-design services, such as the “front door” first point of contact for social care
- How we will know the improvements planned have been met
- How we can continue to improve how we work with care providers

The Council has also had feedback already from two Peer Reviews since the last strategy was drafted and the learning from these are already being used to shape the proposed revisions within the strategy. Since 2015, the NHS strategic landscape has also changed and so the strategy will need to take account of demand and expectations on social care from health stakeholders. An example relates to the way in which the Council supports the Royal Derby Hospital whereby local NHS Leaders are heavily involved in shaping service intervention for patients leaving hospital – and this will need to be reflected within the strategy.

Other options

6.1 None have been considered. Whilst there is no statutory requirement to have a strategy, it is considered good practice to set out the key ambitions for Adult Social Care, being clear about the priorities for the coming years and explaining clearly how individuals can expect to be supported. A strategy provides a vehicle for engagement with local people and partners and operating within a more up to date strategic context improves transparency, accountability and communication with local people, partners and stakeholders.

Financial and value for money issues

7.1 The Adult Social Care Strategy is supported by an annual revenue budget of £75.4 million.

Legal implications

- 8.1 Adult Social Care is a statutory function that is governed by the Care Act 2014. Whilst it is not a statutory requirement to produce a strategy, a document setting out how the Council intends to support people with eligible or potentially eligible care needs is considered good practice.

Under the Care Act, Councils are required to make sure that people who live in their areas receive services:

- (a) that prevent their care needs from becoming more serious;
- (b) that delay the impact of their needs:
- (c) are able to get the information and advice they need to make good decisions about care and support;
- (d) have a range of provision of high quality, appropriate services to choose from.

Having a written statement about the Council's vision and objectives for Adult Social Care provision assists the Council in communicating how it will ensure the objectives of the Care Act will be met locally.

Other significant implications

- 9.1 None applicable

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal	Olu Idowu	23 rd Sept 2019
Finance	Alison Parkin	19 th Sept 2019
Service Director(s)	Kirsty McMillan	23 rd Sept 2019
Report sponsor	Andy Smith	23 rd Sept 2019
Other(s)		

Background papers:

List of appendices: Your Life your Choice Strategy September 2015