

RIGHT HELP, RIGHT TIME TO PROMOTE INDEPENDENCE

Adult Social Care

Commitment Statement
2017-18

Five ways
to wellbeing
Telford



Title	Commitment Statement – Right Help, Right Time to Promote Independence
Purpose/scope	<ul style="list-style-type: none"> To collectively deliver the best quality of life, health and wellbeing we can in Telford & Wrekin, working together with our residents, partners and local organisations. We are committed to ensuring the best quality support for residents who have care or support needs, within the resources available across our community
Subject key words	<ul style="list-style-type: none"> Right Help, Right Time to Promote Independence. Whole family approach Community asset based Individual strengths and needs
Priority	<ul style="list-style-type: none"> Protect and support our vulnerable children and adults Improve the health and wellbeing of our communities and address health inequalities
Lead author & contact details	SDM: Service Improvement & Efficiency Adult Social Care Telford & Wrekin Council
Responsible Service (s)	Adult Social Care Service Improvement & Efficiency Community Social Work & Safeguarding Community Early Help Commissioning Procurement & Brokerage
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1 Adult Social Care in Telford & Wrekin – Promoting Independence

Telford & Wrekin is a co-operative Council, working together with our residents, partners and local organisations, to collectively enable the best quality of life, health and wellbeing we can for Telford and Wrekin. The values underpinning this co-operative approach are:

- Openness & Honesty
- Ownership
- Fairness & Respect
- Involvement

Telford & Wrekin Council (T&W) through our co-operative values and priorities, and as detailed in '[Being the Change](#)' and [Wellbeing & Prevention Strategy](#) is committed to enabling the best quality services for residents who have care or support needs, within the resources available. The Council is committed to working with its partners particularly the voluntary & community sector, local providers of care and support, the NHS and of course service users and family carers to develop services for residents that help them to live as independently as possible with minimal Council support or intervention. We will develop a fair system of social care and support where the resources made available for care and support reflect the individual's assessed needs, strengths, assets, circle of support and ability to financially contribute, together with the whole family approach. In addition to our co-operative values, promoting independence will be at the heart of social care and support in Telford and Wrekin:

Right Help, Right Time to Promote Independence.

As a Council, we will promote health and wellbeing through the effective development of universal services, such as leisure centres, parks and libraries, ensuring that we offer **'something for everyone.'**

We will give priority in our future service delivery to helping people recover, recuperate, and rehabilitate so that they are able to live as independently as possible.

We will ensure that all staff understand how to work with individuals, families and carers in ways that promote their independence, ensure their safety and support their recovery.

We need to continue to develop an integrated and outcome-focused approach to our work with all our health partners, other key agencies and our community.

Our commitment statement mirrors the priorities of the Shropshire, Telford and Wrekin Sustainability and Transformation Plan (STP) and in particular the priority to develop and implement a model for Neighbourhood working. Key to this is supporting individual communities to become more resilient; supporting people to stay healthy; developing neighbourhood care teams; and the community bed review.

2 Making It Real & 'I' Statements

Our Commitment Statement reflects the national Think Local Act Personal (TLAP) commitment in Making It Real, to transform social care through personalisation and community based support. Making It Real is built around "I" statements which express what people have said they want to experience. Telford & Wrekin Council have signed up to these "I" statements which provide markers against which to judge local progress. The "I" statements fall into areas which are reflected below. To read more about Making It Real and read the "I" statements go to: [Think Local Act Personal Website](#).

The Care Act 2014 embeds most of these statements into law, making them a legal requirement. They are appropriate for children, families, individuals and carers.

	'What I Want' & 'I' Statements	In Practice
Information & Advice	<p>"Having the information I need, when I need it"</p> <p>Information & Advice</p>	<p>We will aim to improve and enhance our information and advice offer to ensure the development of a service that is accessible, intuitive and directs people efficiently and effectively to appropriate information, advice or services in a minimal way. It will direct the individual or family and carers to services and resources of relevance and provide a service that allows people to determine self-help options to assist them to manage their health and care needs and promote independence and resilience.</p>
Community Based Solutions	<p>"Keeping friends, family and place"</p> <p>Active & Supportive Communities</p>	<p>We will always aim to help people continue to live in their neighbourhood and community, where this is feasible and affordable. Where appropriate, provision may include support by other individuals in the community e.g. shared lives, foster carers as alternative family based settings. We will seek to reduce admissions of people to residential care where we can safely meet their assessed needs in a community based setting. To this end, we will no longer admit any person direct from a hospital bed to a residential care home without a longer term assessment. We will always ensure that the assessment is offering more than just a response to a current crisis and that each person is getting the right health, housing and other support alongside their social care. If a person is now in residential care and an assessment indicates that they may be able to live in the community we will give them the opportunity to try that option.</p> <p>We will ensure that the interventions we offer people will focus on how we can promote their independence. This means we will always seek to use new and existing community based solutions including assistive technology, community equipment and adaptations to the home, local support groups and networks or local activities and facilities where these will enable people to remain</p>

		<p>safe and meet their care and support needs. All the domiciliary care that we commission will be based on the principles of promoting independence. This means we will work with people to see how we can assist them in continuing to or getting back the ability to do things they want to do for themselves. Over time we expect some packages of care to decrease as people meet their own defined outcomes in achieving greater independence.</p> <p>We will only use residential care where we have explored other options and have found that this is the only way to meet someone's care and support needs in a safe way. In many cases, people who have the most complex needs also have longer term health conditions which also mean they may be entitled to additional personal health budgets to meet their needs.</p>
<p>Resources focused on Eligible Need</p>	<p>"My support my own way"</p> <p>Flexible integrated care and support</p>	<p>Our interventions will offer the right level of support according to a person's assessed and eligible needs (with due regard to the Care Act 2014 and Children and Families Act 2014). Assessments will be carried out over a reasonable period of time to ensure that we have not made long-term decisions about people before we have had a chance to work with them through a recovery or recuperative plan.</p> <p>We recognise that the solutions that many people have to meet their care needs can be found within their own families, their communities and within themselves. We will work with each person and their network, to help them find these solutions. Where people have lost their support networks we will work in partnership with them and appropriate voluntary organisations to rebuild them. We will encourage our service users, our partners and our staff to help find creative solutions to meet the outcomes that they wish to achieve. We will always look for solutions that offer value for money (quality in delivering the agreed outcomes against the cost to the public purse).</p>
<p>Empowering Risk Management & Safeguarding</p>	<p>"Feeling in control and safe"</p> <p>Risk enablement</p>	<p>The essence of our work will be to ensure that we are balancing risk to empower and safeguard our service users. We will never take responsibility for decisions away from someone unless we have a legal duty to do so, which indicates that the person does not have capacity to manage their own affairs and nobody else available to take this responsibility. If we are concerned about the decisions a person is making for themselves, but they still have capacity to make a decision, then we will talk through the risks and work with them to ensure that, as far as possible, they understand the risks they are taking. This may mean that some people make unwise decisions but that will be their choice based on as</p>

		<p>full an understanding as possible of the risks. We will look to offer guidance and support but not to take over control. We will ensure that people have access to advocacy support where they have substantial difficulty in being involved in their assessment, support planning, review, or safeguarding event, where there is no one appropriate to support their involvement.</p>
<p>Commissioning & Work with Providers & Partnership with Health Professionals</p>	<p>"My support my own way"</p> <p>Flexible integrated care & support</p>	<p>Our Commissioning Strategies are being developed jointly with our health partners and in consultation with communities. We will ensure that our commissioning plans are person centred and outcome focussed for all ages and deliver social value by working together to support local communities, economies and the environment to make the Telford pound go further. We will use evidence of what works and what is needed to help develop a diverse and sustainable care and support market and provide value for money.</p> <p>We will work with our commissioning partners and with our in-house team to build a philosophy of care and support that focuses on outcomes – where service users can determine the aspirations they have from the service. We will ensure that people have a suitable level of service (preferably through Personal Budgets, including Direct Payments, and Individual Service Funds) that will meet their current assessed needs and support their objectives towards independence and wellbeing.</p> <p>We will always work with those who are providing services to ensure that they are delivering value for money (including those services provided by the council) from the public purse; we will look to achieve this in partnership through a dialogue between service users, carers, providers and the council. We will work co-operatively with providers to progress the move to outcome based contracts focussing on prevention and wellbeing for all our services that are provided or commissioned by Telford & Wrekin Council. We will invest in providers who can demonstrate creative, innovative service provision and disinvest in providers who do not provide a person centred value for money, service.</p> <p>We will continue working with Telford & Wrekin CCG to develop community solutions for the provision of flexible care and support across Telford & Wrekin. There will be the encouragement of community neighbourliness, provision to assist in meeting the challenges of social isolation and social exclusion by connecting communities as well as enabling people to take more control over their own lives. We will support user-led organisations, social enterprises</p>

		<p>and other voluntary groups who can meet our aspirations for social care.</p> <p>The council as a main employer in the area will take a lead by demonstrating that it is an employer of choice for people with disabilities and people with a history of mental illness. We will also work with other public sector bodies, our contractors and companies based in Telford and Wrekin to offer real opportunities for people whose disability may have traditionally disadvantaged them within the employment markets.</p> <p>We need to continue to develop an integrated and outcome-focused approach to our work with all our health partners, particularly Telford & Wrekin Clinical Commissioning Group, Shrewsbury & Telford Hospital NHS Trust, Shropshire Community NHS Trust and South Staffordshire & Shropshire Mental Health Foundation Trust. We need to ensure that we share common goals in assisting people to remain independent in their own homes. This means that where possible we will have shared health and social care assessments and a single plan that will help people to retain independence in the community. For example, the interventions from occupational therapy, physiotherapy and social care input detailed in one support plan avoiding unnecessary admissions to hospital or care homes.</p> <p>We will work with NHS partners to develop the expert patient programmes which enable people to take more responsibility for how they manage their longer term conditions. This will both help them as the patient and reduce the cost to the council and the NHS.</p> <p>One of the principles that we will develop with NHS partners is to ensure that any assessments made, allow the person to have a period of treatment and support to enable them to make a full recovery before we make a longer term plan for their care. This will particularly apply to older people in hospital and any individual where placement out of the area is a consideration.</p> <p>With the consent of the individual, we will also share details of care packages and review of those packages with their GP so that the GP is clearly aware of the interventions in place to promote independence and maintain the wellbeing of their patient.</p>
<p>Spending Public Money Wisely</p>	<p>“My Money”</p>	<p>With the combination of growing demand and reducing resources available to the council, we need to ensure that money is spent in a fair and equitable way. It is possible that some of our current service</p>

	<p>Personal budget and funding</p>	<p>users and their carers may see a reduction in the amount of money that is available to support them. The decision as to how any reduced money will be used will always be done in full consultation with the user and their carer's. In particular we will manage reductions in a clear, transparent and negotiated way. Individual safety and wellbeing will always be our first consideration.</p> <p>We need to reduce some historical inequitable levels of service provided to some individuals which are greater than the associated levels of assessed eligible need and new methods of support including technology that will support and promote more independence and self-sufficiency and less reliance on traditional forms of service provision. Whilst ensuring fair and equitable services means we cannot delay this process unduly, we will take a sensitive and understanding approach.</p> <p>We will focus on achieving value for money for every service that we procure on behalf of service users. We will focus on finding the best quality required at the most affordable price.</p> <p>To support Direct Payments and Individual Service Funds we will take a balanced view between procuring services on behalf of local people to achieve good value mainly through framework agreements and through encouraging service users to develop their own creative solutions to meeting their needs. We will support developments which enable people to choose a personal budget including a direct payment as a viable solution for them.</p> <p>We will ensure that there are services available for service users and their carers to meet their needs within the resources that will be made available to them through personal budgets. We will work with local and regional providers of care to support the delivery of this policy.</p>
<p>Knowledgeable & Informed Workforce</p>	<p>“My support staff” Workforce</p>	<p>We will develop a workforce who can work within this vision. This includes staff both within the council and those who work for organisations who provide services on our behalf. We will ensure that all staff understand how to work with people in ways that promote their independence and support their recovery. We will support staff to work within multi-disciplinary teams. We will help staff develop their practice in ways which will assist them to empower our residents to make the best use of their networks, community assets and, where appropriate, their personal budgets to ensure a focus on promoting independence rather than creating dependency.</p>

		We will examine our policies to ensure that we are fulfilling our statutory duty to promote equality of opportunity and to challenge inequalities in adult social care. Every policy area will be accompanied by an Equality Impact Assessment.
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3 Valuing Carers

Many people with social care needs are supported by family, friends, neighbours and others. Supporting carers (to carry on caring) through greater recognition of their needs and well-being, as set out in the Care Act 2014 and Children and Families Act 2014 will be paramount. We will ensure that appropriate and planned respite care is available to carers. We will also ensure that carers are informed of their right to have a carers assessment which they can have either together with their cared for person or separately. Recognising there may be increased responsibilities for carers, the council will develop an agreement with each carer as to how we can best share the responsibility for delivering the care a person needs.

4 Our Offer of Support

- We will continue to **develop housing schemes** with partners with suitably adapted accommodation and to offer care and support in the community wherever that is feasible to meet someone's needs (as opposed to residential care).
- In an age of continuing advancing digital technology we will continue to explore how **new solutions, such as assistive technology** can give people better care, ensure their safety and assist them in carrying out their daily tasks.
- We will expect that younger adults who have sufficient ability are **supported into work environments**. We will support younger adults and their families through the move from children's services into the adult world. We will support young carers to ensure that their needs are also being met.
- We will **use personal budgets** to ensure that the people requiring longer term care can take as much control over their lives as their needs allow. We will continue to increase the number of people who are in receipt of a **direct payment or individual service fund**.
- Many people with social care needs will have these met mainly through the carers with whom they live and their local circle of support and friendship. The council will develop an arrangement with **each carer** as to how we can best share the responsibility for delivering the care a person needs if these needs are eligible for Council support and cannot be met in any other way.
- Our contribution policies will reflect the guidance given to us from central Government. We apply a means tested approach. We do not offer any subsidies to service users for services we provide or those we commission when contributions are made from personal budgets.
- We **will focus on achieving value for money for every service that we procure**, finding the best quality support for the most affordable required to deliver the individual agreed and specified outcomes.
- We will develop our **commissioning strategy** with a wide range of stakeholders including health partners, providers, voluntary organisations, community groups, users and carers taking a whole systems approach to the design and development of services. We will develop a market place for service provision that meets the needs of a vibrant diverse community.
- We will ensure that all council services strive to ensure that their policies promote good services for people who may have care and support needs e.g. we will look to ensure our

street scene can be used by wheelchair users and that our Library Services have books in large print and talking books to assist blind and partially sighted residents.

- We will ensure that we optimise the full value of **universal public services** such as leisure centres, parks and adult education services and those provided by other agencies and organisations to deliver the support needed to maintain healthy, happy and self-sufficient individuals and communities

5 The Outcomes We Are Seeking

We want to see more local people living **healthy, happy, more independent and fulfilling lives**.

- We will develop a fair system of social care and support where the resources made available for care and support reflect the individual's assessed needs, **strengths, assets**, and circle of support and ability to financially contribute.
- We will ensure our policies fulfil our statutory duty to **promote equality of opportunity**, maintain parity in access to services and challenge inequalities in Early Help and Support.
- We expect to see **a reduction in the number of people we are directly helping** and we expect to see an increase in the number of people being helped within their communities.
- We expect to see **a reduction in the number of people who will have to be admitted to residential care** to meet their assessed needs and more people will be using personal budgets to meet their needs in the community.
- We expect to see **an increase in the number of people successfully completing recovery and recuperation programmes** and having access to assistive technology and good housing options to meet their longer term needs.
- We expect that **the most vulnerable people are supported to be safe** with robust, local safeguarding arrangements in place.



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