

# Your Life, Your Choice

Building the care and support you need in Derby

**Ambitions for 2020 and beyond**



Derby City Council

# Foreword

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As Cabinet Member for Adults, Health and Housing, I am aware that I am overseeing one of the biggest challenges that the Council faces - the delivery of adult social care support, together with our NHS colleagues. Given population and demographic changes that are being experienced in Derby, and all over the UK, the challenge is one of matching pressurised finance and staffing resources against the back drop of increasing demand for support, advice and information.

Increasing life expectancy is to be welcomed and celebrated, however this is also leading to unprecedented demands on public services, as well as on those who care for them in their homes and those who provide support on our behalf in local communities.

Our 'Your life, your choice' Vision is our way of setting out what we have been trying to achieve - our purpose, our principles and our approach to meeting the rising demand for social care. The NHS Long Term Plan sets out how NHS organisations should plan for a modern and responsive NHS, but sadly the Green Paper on Social Care has yet to be published having been the subject of delays. This uncertainty about the future of social care, and the resources that will be made available for individuals needing care is putting strain on the system. Many Council's are heavily reliant on short-term funding that has been awarded to us

during recent years, particularly so during the winter period when traditionally there has been a surge in demand for care and support. Notwithstanding the challenges and uncertainty, we have much to be proud of in Derby.

- We remain committed to keeping people safe and have strengthened our approach to safeguarding adults and protecting those who lack capacity.
- Supporting Carers continues to be a priority for the Council, particularly since the Care Act provided us with Statutory duties to assess their needs.
- Overall fewer people are going into residential care or nursing homes and more people are being supported at home for longer – often organised by individuals themselves using Direct Payments.
- We are helping to get more people home from hospital than ever before and have improved the level of discharge support we can offer with community health partners. We are also working harder than ever to avoid hospital admissions or other crises that risk independence and well-being.
- Our record on building resilience and harnessing the skills and abilities of individuals themselves is well established through our approach to Local Area Coordination and Community Led Support.

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- People with learning disabilities and those with mental health needs are also benefitting from living independently in our communities, and being supported to increase their life skills and access employment.
  - We continue to work hard to improve the availability of advice and information so people can help themselves and access “universal” services, such as leisure, recreation and the cultural offer that is widely available across Derby.
  - We are making better use of assistive technology, aids and adaptations – working closely with occupational and physio-therapists to enable people to remain independent and regain their abilities following an illness or fall.



**Councillor Roy Webb**  
Cabinet Member for Adults,  
Health & Housing

We are now updating our Vision so that we can build on our strengths, and continue to prepare for the rising demand that we anticipate in the coming years. Not just demands for support – but also demands that our customers are rightly making for high quality, flexible and responsive care and support that helps them achieve outcomes that improve their lives.

We cannot tackle these challenges alone – we can only do this through strong partnerships with care providers, families, NHS colleagues and local communities. We want to have an open dialogue about our ambitions and we will adapt these where required over the coming months and years.

# Our journey:

## What you have told us

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The most recent survey of social care users in Derby (2018/19) provided us with valuable feedback about how we are doing and the areas that individuals with support needs would like to see improved. This feedback will be used to inform our plans over the coming years to drive improvement in areas where individuals were less positive than previous years, and build on areas we do well in:

### **The positive messages were that:**

- Overall satisfaction of people who social care support services has improved from the previous year. 62.4% of service users sampled reported they were “Extremely” or “Very satisfied” with the care and support they received, up by 4%. Whilst this is an improvement on the previous year – it is slightly lower than similar Council’s like Derby.
- 80.3% of respondents felt that they had control over their daily lives. Although this was slightly lower than the previous year it was higher than other Council’s. In fact, for the past 5 years, we have performed better on this measure than most Council’s.



### **The areas that were less positive, especially when compared to other similar Councils were:**

- The “Quality of Life” measure for Derby is 19.0, which was slightly less than the previous years but in line with our comparators.
- Almost two thirds (64.9%) of service users reported feeling as safe as they would want. This is lower than the past few years in Derby and lower than our comparator Council’s. However, those who reported that care and support services helped them in feeling safe (88.7%) is higher than the previous year (85.7%) and higher than other similar places.
- Only 43.8% of respondents felt that they had adequate social contact.
- Only 58.7% of respondents found it easy to find information and advice about support and benefits.

# Our journey:

## What Carers have told us

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We are also aware of the valuable support that Carers play in ensuring that individuals remain safe and well in their communities. In 2018/19, the Carers Survey provided us with feedback from Carers receiving services and we will use this to further improve how we support Carers.

In 2018/19 we supported 48% more Carers than the previous year – 1257 compared to 850. In the same timeframe, we also changed the Carers pathway so that the social workers get involved with those Carers who may need a formal assessment earlier. Our current commissioned partner - Derbyshire Carers Association also refined and refocused its support to Carers and has continued to improve the way they work in partnership with the Council.



Whilst overall satisfaction levels with those Carers who participated in the survey increased, there are a number of areas where we need to improve the offer to Carers:

- The proportion of Carers who use services who reported that they had as much social contact as they would like fell by nearly 10% to 24%.
- The proportion of Carers who say they were involved in discussions about the person they care for also fell slightly from 69% to 65% - although overall almost two thirds of Carers feeling involved, remains positive.
- The biggest area of challenge relates to the proportion of Carers who feel they can easily find out information and get advice when they need it. This only equates to just over half of all Carers who took part in the survey. We have already started working with our Carers Partnership Board to understand this more – this is a group of Carers who work with the Council to shape service developments for Carers in Derby.



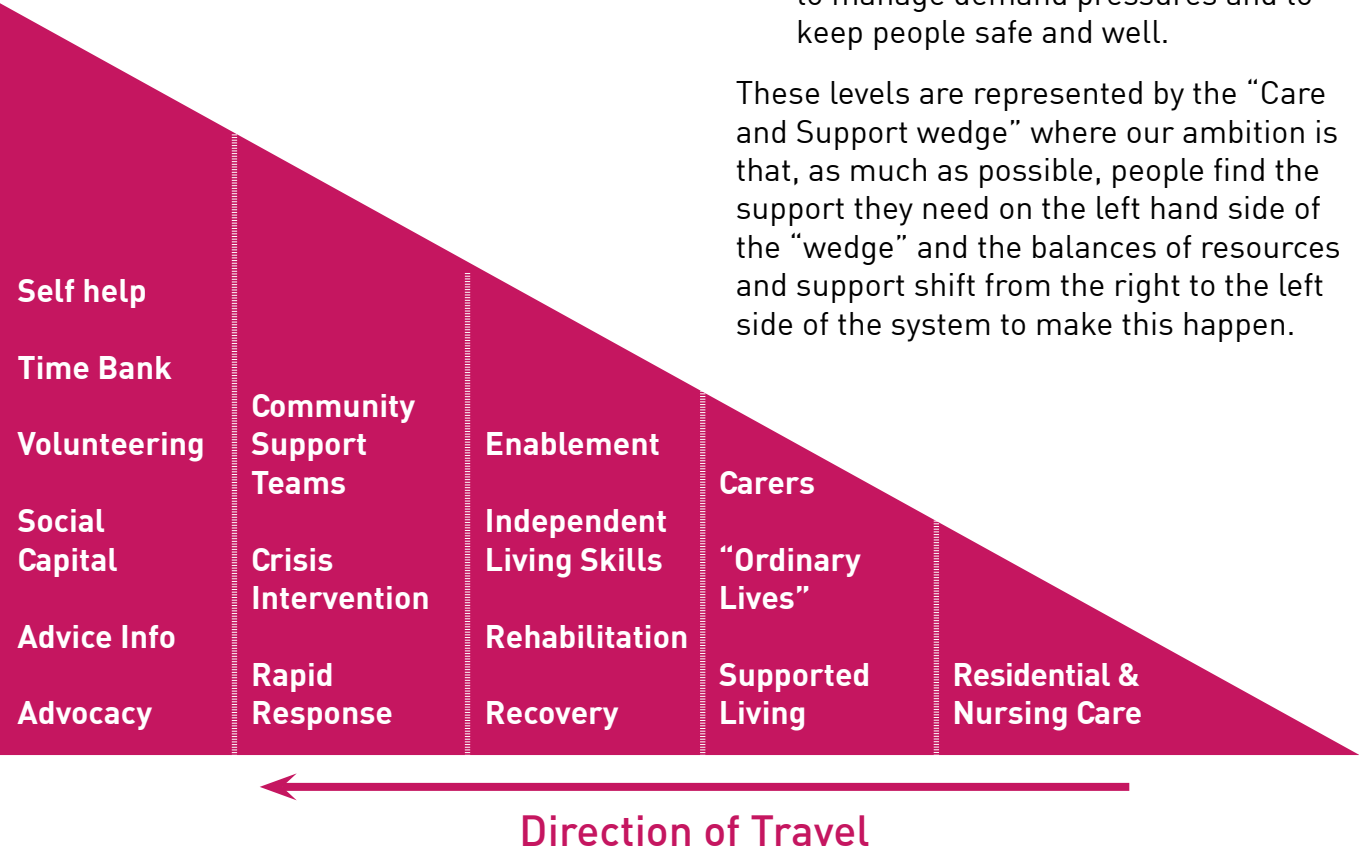
# Our Vision: For Social Care in Derby

Overall, our **Vision** for social care in Derby is that we will work with individuals to make sure that as many people as possible are supported at home, for as long as possible, making the most of individual strengths, assets and capabilities. We believe this supports the “wellbeing” principle set out in the Care Act whereby the wellbeing of individuals should be central to our interventions, including the physical, mental and emotional wellbeing of individuals with care needs.

Our approach will operate at four levels:

- i. At the community level: building resilient individuals, families and communities.
- ii. At individual practice level: working in a different way to help individuals, their families and /or other support networks to find solutions that build on their strengths, skills and assets.
- iii. At the service level: building flexible, empowering and responsive services that are delivered in new and innovative ways.
- iv. At whole systems level: recognising that part of the solution to our challenge rests in working in partnership with our colleagues in the wider public and private sectors. We need to all work together to create local solutions across health and social care to manage demand pressures and to keep people safe and well.

These levels are represented by the “Care and Support wedge” where our ambition is that, as much as possible, people find the support they need on the left hand side of the “wedge” and the balances of resources and support shift from the right to the left side of the system to make this happen.



# Our plans: For 2019 and beyond

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Based on the feedback from customers and Carers, and looking at how our overall performance compares to other Council's, our ambitions for 2019 and beyond have been refined to focus our energies further.

Our main priorities and ambitions are set out below and we welcome conversations, help and ideas to achieve these together as we cannot do this alone.

- We want to overhaul the information and advice that is available about social care and support whether this is provided on the internet, via the telephone, or in person. This will include the information that we and partners provide to Carers, families and others involved in supporting people to live independently.
- It is our ambition that as many people as possible can speak to someone who can resolve their queries at the first point of contact. This will mean making more detailed advice and support, often from professional staff, available at the entry points to social care e.g at the hospital, via GP surgeries, at the Council House, on the phone or in person at community locations. We will be working as much as possible with health professionals as well to try and create as seamless a response as possible.
- We will remain focused on harnessing people's strengths, skills and assets – as individuals, within their families and other support networks as part of their community. This is central to our vision for Adult Social Care. Our Local Area

Coordination approach now extends to more parts of Derby than before, and we will continue to look for ways to expand this further. This means that our 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”? This will also mean working with individuals and their Carers as early as possible to prevent crises occurring, and to plan for major “transitions” or life changes that may be coming up.

- Keeping people safe and well is the focus of everything we do. This supports the wellbeing principle as set out in the Care Act and this will include taking steps to safeguard vulnerable people from harm and abuse. We will do this by continually working with partners to prevent people from being exposed to significant risks and learning from safeguarding or serious incidents should they take place.



- We want to focus more on supporting people's independence, recovery, rehabilitation and wellbeing – 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 maximised at every opportunity. This is so we do not create a dependence on formal care and support services for those people who have skills and abilities that can be harnessed.
- We have an ambition to 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, outcomes and goals. Our approach will always be to focus on "Home First".
- We will work with young people and their families to support them as they transition into adult care that is person centered and meets their needs.
- We will work in partnership with health to develop social care support options for people with complex needs, learning disability and Autism. The countywide Autism strategy will be progressed and reviewed in line with any refresh to the Autism act.
- We want 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. There are over 140 active care settings registered with the Care Quality Commission<sup>1</sup> and many more that do not need to be formally regulated. As of August 2019, there were two "outstanding" social care services, with the majority rated as "good", and

a small minority judged as "requires improvement". None were rated as inadequate at this point.

- We also want to ensure that as many care services as possible in Derby join our procurement Frameworks meaning we can enter into formal arrangements with them, supporting them when things go wrong and also learning from them as we monitor their quality.

To support care providers, a number of interventions will take place including:

- Paying providers for care at rates that are sustainable and which enable care workers to receive at least the national Living Wage.
- Supporting providers to recruit and retain caring and motivated care workers and provide strong management support to these staff.
- Encouraging care providers to work together to learn from each other about ways to support people that work for them.
- Supporting providers who may be failing in their duties, or whose quality needs improving, including working with providers who may no longer be suitable to provide care so that they leave the sector in a managed way to cause minimal disruption to individuals they are caring for.

<sup>1</sup> Based on CQC date as at August 2019



# Our principles and promises to you

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## **Our Vision is under-pinned by the following principles:**

- Self determination – each person should be in control of their own life and, if they need help with decisions, those decisions are taken as close as possible to them.
- Direction – each person should have their own goals and aspirations and a sense of purpose to help give their life meaning and significance.
- Money – each person should have enough money to live an independent life and are not be duly dependent upon others.
- Home – each person should have a home that is their own, living with people that they really want to live with.
- Support – each person should get support that helps them to live their own life and which is under their control.
- Community Life – each person should be able to fully participate in their community.
- Independence - we will maximise the opportunities for people to learn or re-gain the skills needed to be as independent as possible.
- Rights – each person should have their legal and civil rights respected and be able to take action if they are not.
- Responsibilities – each person should exercise responsibility in their own lives and be able to make a contribution to their community.
- Assurance – people can have confidence in the quality of the services the Council commissions or provides directly itself.

- We will listen carefully to understand what makes a good life for you.
- We will communicate clearly and in a way that works best for you.

## **Our promise to people is:**

- We will listen to, and value, what you, your family, your friends and your community say.
- The focus of our help will be to find solutions.
- We will work with you at a pace that is right for you.
- We will actively engage with our local communities, support networks and partners to develop alternative solutions for people.
- You will only have to tell your story once and we will make sure our systems and procedures support that.
- We will be clear about when we will share information about you to help keep you safe and well.
- We will empower our front-line staff to design different solutions with you.
- Only by exception will you go into long term care from an acute hospital bed.
- Keeping you safe is really important and we will work together with you and other people and organisations to keep you safe in a way that works for you.
- We will work fairly within our resources.
- We will actively work with our partners to take away the things that get in the way of helping people.

# What will be different in the coming years?

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We will continue to work with health partners, housing providers, care providers and community organisations to look at how we can improve the range, quality and availability of support to meet individual needs – which are not static and can change over time. Given the rising demand for services, we will be focusing our efforts even more on assisting people as early as possible to prevent an escalation of need. We want to continue to work with an individual's own strengths, abilities and support mechanisms, rather than intervening with often intrusive and costly care packages.

For those people who do need a formal care arrangement – we want to continue to review this more frequently to make sure that an individual's abilities, goals and achievements are being reflected in their support arrangements. We also want to ensure that people only move into long term care where there is absolutely no alternative that could meet their needs in an alternative, cost effective way.



In 3 years time, this is what we want social care in Derby to be:

- We will have significantly strengthened the first point of contact for Adult Social Care so that more advice, information and problem solving can take place more quickly than previously – ideally as soon as someone needs it. This will mean for some people, there will be earlier contact with experienced social care staff to try and resolve queries more quickly than previously.
- We will have significantly improved the advice, information and support available for Carers and individuals, and this will be reflected in our survey results.
- We will have continued our focus on community led support and Local Area Coordination so that people can primarily be supported through a network of family, friends and people in the community. We will continue to look for volunteering opportunities that we can connect people into as a way of tackling social isolation and increasing informal forms of support.
- We will have increased the number of people who make use of technology-enabled care interventions, practical aids, equipment and home adaptations as a means of helping them to live independently for longer. This will include streamlining any processes that we use to enable people to access support quickly.

- We will have increased the range of housing options for people with care and support needs so that fewer people live in residential and nursing homes. We will do this by working with a wide range of housing partners so that they understand the types of housing that we need. We will also ensure that support providers are available who can work flexibly in a range of housing settings to support people.
- We will have increased the number of people who receive a short term care intervention before any long term care is arranged – to make sure that their assessment considers a wider range of interventions and also takes an individual's abilities into account. This is often referred to as "reablement" and currently is focused on supporting people after crises – however we intend to ensure more people access this type of assessment and support before a crisis takes hold. This will make use of interventions from occupational therapists and other health professionals where this is appropriate.
- We will have increased the number of children with disabilities that we work with at an earlier stage in their transition to adulthood so that we can plan for their independence with all people involved in their care – including schools, health families and social care services.
- We will continue to ensure that we meet our legal duties to safeguard people, particularly focusing on the implementation of the new Liberty Protection Safeguards.



We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 642797  
Minicom: 01332 640666

## Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 642797      Tel. tekstowy: 01332 640666

## Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 642797      ਮਿਨੀਕਮ 01332 640666      ਤੇ ਸੰਪਰਕ ਕਰੋ।

## Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 642797      Minicom 01332 640666.

## Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرا  
01332 642797      منی کام 01332 640666      پر ہم سے رابطہ کریں۔



Derby City Council