

Adult Social Care Strategy 2022 - 2025

# Best Life Derbyshire

**Health**

**Communities**

**Prevention Support**

**Advice**

**Connected**

**Universal Support**

**Lead your best Life**

**look out for one another**

**Independent**

**Quality of life**

**Support**



# Foreword

## Looking back and moving forward

No strategy for the future would be complete without reflecting on the size of the challenge that adult social care, our system partners and public sector has faced for the past two years. No one in the UK has been left untouched by the pandemic, one of the biggest health challenges the world has seen in a century. The experience of living through it has strained our health and social care system.

The silver lining has been the strength and resilience shown by colleagues and communities. Our frontline colleagues and social care workforce have shown an unwavering commitment to supporting the people of Derbyshire.

The way that communities have united to help one another, responding to people's needs and supporting them is testimony to the tenacity of the human spirit, something that is at the core of Derbyshire's personality. Individuals, companies, local business, and the voluntary sector have worked together innovating and creating new ways of doing things that allow people to live independent lives, at home in their own community regardless of their challenges.

We need a way of working together in adult social care that shows that we understand these challenges. A way of working that harnesses the lessons we have learned and the relationships that have been built over the last two years. One that supports people to stay active and independent regardless of their age, disability, or condition.

There is a wealth of knowledge and experience in our communities that will help to deliver our strategy. There is also a wealth of data that shows people stay healthier when they feel connected and supported by their communities. Thriving communities improve the quality of life for residents and help to reduce health inequalities.

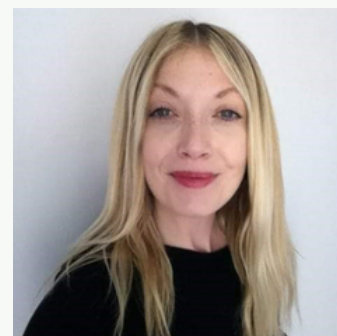
That is why we think now is the right time to launch our long-term vision and strategy for the future of Adult Social Care in Derbyshire.

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Cllr Natalie Hoy  
Cabinet member for Adult Social Care



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# Introduction

## The challenges facing Social Care in Derbyshire

Derbyshire's population is growing and changing. As more of us are living longer and healthier lives our older population is increasing.



- Derbyshire's estimated population of 807,183 people in 2020 is a 0.6% (4,490) increase since 2019. The latest ONS Population Projections (2018 based) predict that by 2043 the county's population will increase to 896,100. 22% of people in the county were aged 65 and over in 2018, by 2043 this will increase to 27%.



- There are more people with long term conditions. More people have a higher risk of two or more at the same time, and many people are living longer with those conditions. This can make ensuring the right care and support is available more challenging.



- At the same time, more people aged under 65 have long term conditions or disabilities, increasing the number of people needing help.

- Unfilled vacancy levels in the workforce are high with around 1600 vacancies across the county over the last twelve months.



- Increase in community, family and friends caring for loved ones during the pandemic

Despite these challenges, the people involved in offering or receiving care and support are in the best position to know how to improve the experience of people who use social care services. We have many examples of how we have been improving the way we work already by working more closely together.

To overcome them, we need to work together as a whole system with the community, our partners, carers, and the people of Derbyshire.

# The key themes of our strategy

## The way we work

- Our core values

## Communication and Engagement

- How we communicate with people
- How we involve and collaborate

## Standards and value for money

- Professional standards and best value principles
- Quality assurance

## Working in partnership with local people

- Community focus
- Co-production

## Outcomes

- People are living the life they want to live – their best life

## How we will know if we've made a difference

- Measured against the Think Local Act Personal (TLAP) statements



# Bringing the vision to life



Living in a place we call home with the people and things we love, in communities where we look out for one another, doing the things that matter to us is regarded by many as a fundamental human right for all of us, regardless of the support we may need to live our best lives.

That is why we need to work much more closely with the people who use our services and partners to truly co-produce our adult social care services for today and for the future.



# Best Life Derbyshire

We want the residents of Derbyshire to enjoy the best quality of life, based on choices that are important to them. We recognise that people want to live in the place they call home with the people and things that they love, in communities where residents look out for one another, doing the things that matter to them. We know that our offer plays a crucial role in supporting people to remain healthy, connected, and independent in their communities whether that be through the provision of information and advice, access to universal or prevention support, or more intensive support to those who need it. We want to be part of ensuring the people of Derbyshire get the opportunity to lead their “best life.”

## What does a “best life” look and feel like for the people of Derbyshire?

Everyone in Derbyshire will be able to live their lives well, safely and comfortably, wherever possible in their own home, in their local community. People feel connected to the communities they live in and our ambition is that this is in their own home. Communities care and look out for one another and value people as individuals allowing them to focus on what matters to them personally. Everyone has contact with family and friends, access to hobbies, interests, and opportunities to grow allowing them to thrive.

If people do need help, it comes from their connections and is focused on helping people to achieve their outcomes through personalised, person-led, strengths based, accessible support. People will co-design the support they need - they are not given a one size fits all service. If there is a crisis, they get help fast. They are supported intensively over the short term so that they can quickly regain independence, stability, and control of their lives. When young people with complex needs move from children’s social care into adult social care, they and their families are supported to make the transition.

At every stage people have access to a choice of quality provision, which is tailored to their needs with the outcome of maintaining and building their independence. We fund, plan, and oversee social care with our partners, working together on a holistic response to make sure it happens. They are equally committed to developing a strong partnership, supporting communities, and meeting the needs of the people of Derbyshire.

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# Best Life Derbyshire

## Our vision for carers

All those who care for people in Derbyshire are supported and valued, including carers. They play an invaluable role as partners working with us.

## Derbyshire is a great place to work – our vision for colleagues

For our social care workforce our aims are that they feel engaged, valued and respected. They are empowered to make decisions with the people they support. They feel rewarded fairly, supported to develop as professionals, and have clear career pathways.

## Derbyshire is a place you can thrive

Our vision is that all have equal opportunities and are supported to:

- stay healthy, active, and safe - including whilst managing emerging and existing conditions
- give back to their communities - by working, volunteering, sharing their knowledge and experience, joining community groups
- create connections - reach out to friends, talk to a neighbour, join community groups
- learn for life - learn, refresh, and grow their skills living to their potential
- talk to us about what they need
- tell us if we get it wrong
- take an active role in designing and influencing what care and support looks and feels like
- live their best life.

## Working together is the key

Our vision sets out what is important to people and what they want to live a fulfilled life.

To be successful there needs to be a strong partnership between the people who work as part of the system and our residents if we are to deliver the best outcomes for everyone.

Co-production will not just be the opportunity for people to supply feedback so that we can continuously improve our services. It is a relationship where professionals and residents share equal power and work together recognising each other's vital contribution to improving local people's lives.

By working together as part of Joined up Care Derbyshire we will enable more people to take control and live their best life with a feeling of independence.

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# What is Adult Social Care?

Adult Social Care is what we call the support we offer to adults of all ages to help them live an independent life. That support is offered to people with physical disabilities, learning disabilities and or who are autistic, mental illness, substance misuse, or those who need short term help to regain, or maintain, their independence after being discharged from hospital.

## How we meet people's needs

The Care Act 2014 sets out our responsibilities as a local authority for understanding and meeting people's needs. Support can be delivered in a variety of ways including directly through council services, services that we buy from other social care providers, the community and voluntary sector or by support from family and friends providing informal care. Research shows us that people want to live their lives independently in their own homes and communities with the right support in place so their wishes can be met.

We are responsible for making sure that people can choose how their support is provided, that it meets their needs, is well co-ordinated and effective. We have a duty to ensure that there is support available in Derbyshire to meet the needs of local people.

## Paying or contributing towards care

Many of us will have to pay for all the support we need or part of it, depending on our circumstances. Unlike health services social care is not provided free of charge.

**The Health and Care Act 2022** is intended to make some changes to how much and how people will pay towards their care.

## Our legal responsibilities

Below are the key pieces of legislation that define our responsibilities:

- The Mental Health Act 1983 – \*the government is working on reforming and updating this legislation to better reflect people's needs.
- The Mental Capacity Act 2005 \*The government is working on reforming and updating this legislation to better reflect people's needs.

**The Care Act 2014** built on these earlier pieces of legislation, new responsibilities were added and the scope of others were extended:

- promoting wellbeing
- preventing the need for care and support
- protecting adults from abuse and neglect (safeguarding)
- promoting health and care integration
- providing information and advice
- promoting diversity and quality

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# A service fit for the future

The government has set an ambitious agenda for transforming social care which is set out in People at the Heart of Care: adult social care reform white paper - GOV.UK ([www.gov.uk](http://www.gov.uk)) which is now incorporated into the Health and Social Care Act.

## It covers a range of policies for the next three years, including:

- Integrating housing into local health and care strategies to give further choice of housing and support
- Further funding to increase technology and digital developments
- Training the social care workforce and supporting their wellbeing
- Support services around minor repairs and adaptations to homes
- Funding to work with the sector to support unpaid carers
- Innovation funding to give care and support in new and diverse ways
- Support to help people understand and access the care and support available, including a new national website
- More support to local authorities to strengthen local delivery of adult social care.

Much of the detail of these plans are still in development. There is a strong commitment to work across the adult social care sector and with people who use services, to shape what they look like going forward as a much more equal partnership.

## Prevention

One of our most important responsibilities is prevention. By working with people early we can support them to remain independent in their home and community.

### What prevention looks like:

- supporting people to live as healthily as possible, both mentally and physically
- reducing the use of health services, including primary care, emergency services, and hospitals
- preventing or reducing the escalation of health issues
- combating isolation and loneliness
- supporting people to stay as independent as possible

By promoting their overall wellbeing, skills, and confidence we support people to reach their potential and live the life they want to live on their own terms.

## A connected network of support

Our strategy encompasses the way we work across the whole health and social care system. That means all the people and organisations that are involved in providing adult social care, and how they join up and work together. We want to strengthen the relationship between those who provide support, those who are supported and their carers. Everyone has an equal part to play in designing and co-producing services.

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# Shaped by Derbyshire people

To support Derbyshire people to live their best life we will be involving them regularly. Their voice needs to be heard and listened to. We have already run an engagement across the county with the consultancy Sortified. Their findings bear out the fact that people want to live independently, in their own homes supported by friends and family in their community.

We want to move to **true co-production of our services**. Developing more equal partnerships between people who use services, carers, and professionals, leading to the delivery of better outcomes for people who use services and carers which will build stronger communities and develop citizenship. The key principles we want to be embed are equality, diversity, inclusion, and access.

## Working more closely with carers

We recognise the importance of talking to carers about what matters to them. We are reviewing our Carers Strategy to reflect a new approach to working with Carers. Our updated Carers Strategy will reflect our response to the things unpaid family carers and those who depend on their support have told us is important to them.

Fundamentally we want to strengthen our carer offer recognising the valuable contribution carers make and recognising many people's desires to care for their loved ones.

## Bringing Health and Social Care closer together

Health and social care services have not always been as connected as they could and should be. The White Paper: 'Integrating care building strong and effective integrated care systems across England' explains how under the Health and Care Act 2022, from July 2022 the law will allow health and social care to work more closely together in partnerships through Integrated Care Systems (ICS).

## What do we mean by an Integrated Care System?

Integrated care systems (ICSs) are partnerships that bring together providers and commissioners of NHS services across a geographical area with local authorities and other local partners. That means they can collectively plan health and care services to meet the needs of their population.

The central aim of an ICS is to join up care across different organisations and settings, connecting hospital and community-based services, physical and mental health, and health and social care.

ICSs are part of a fundamental shift in the way the health and care system is organised. Following several decades during which the emphasis was on organisational autonomy, competition and the separation of commissioners and providers, ICSs depend instead on collaboration and a focus on places and local populations as the driving forces for improvement.



# The benefits for our residents

Having a health and care system in Derbyshire that works effectively for the benefit of local people is important for everyone who works to support our residents:

- Our local communities and residents
- councils
- NHS partners who fund, plan, and oversee health care
- our independent care sectors
- our voluntary, community and faith sector partners

That means working together to make the right things happen in the right way.

Find out more about this by visiting the [Joined-up care Derbyshire website](#).

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# The way we work

## Our core values

Because we are working in partnership as a whole care system it is important that we share a set of values for how we work. Everyone working in the same way so that no matter who you work with you have the same values-led experience. These values are key to delivering the vision for Adult Social Care in Derbyshire. They reflect what people have told us is important to them and how we should all work.

## How we work

- We work in a person-centred, strengths - based way.
- We see everyone as individuals with strengths, assets, skills, and talents.
- We do not try to fit people into inflexible services. We focus on their strengths, assets, and the outcomes they want to achieve to agree what's right for them.
- People have an equal voice and a choice in their support. We understand what matters to them - because we listen and act.
- We work with local communities to develop and deliver care and support helping people early to stay healthy and connected to what matters to them.
- We remove barriers so that people can connect with what matters to them, including delivering support more locally.
- We make sure everyone has the same access to and experience of excellent care and support removing inequality.

## Communication and engagement

- We communicate openly - sharing information and listening to others.
- We make sure everyone can make informed decisions about their support and maintain an active role in their community.
- We collaborate with people and communities, and we are committed to developing more ways to share power.
- We support effective integration across the health and social care system
- We support everyone who works to deliver adult social care to be knowledgeable, informed, innovative, and creative in their work.

## Standards and value for money

- The services we provide and choose to fund meet standards of safety effectiveness and provide quality services for all.
- We listen to feedback continuing what works and fixing what does not.
- Decisions are made with the people they affect as locally as possible.
- Dignity, fairness, respect, and equality are at the heart of our work.
- We encourage creativity about how people are supported using our funds to support innovative services that work.
- We promote best practice, commit to improving and meeting standards, and encourage evidence-based innovation across all parts of adult social care.
- We ensure the people who work in adult care receive training and development to enable them to deliver services in line with these standards.

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# Our outcomes

Our outcomes define what we are working to achieve for the people of Derbyshire to help them live their best life. They give us a clear direction and help us to prioritise and evaluate work that we do to keep us on track. Getting these outcomes right means we will be supporting people to live their best life.

## **A place people call home**

We want everyone in Derbyshire to feel safe and protected at home to help them stay physically and mentally well for as long as possible. To have the support they need to manage their conditions and if they find themselves in a crisis, they are supported to regain their independence after a change in their circumstances.

## **Making it simpler and easier to stay independent**

We want everyone in Derbyshire to be able to live independently and have control and choice over decisions that affect their care and support. We should support people to increase their independence regardless of their condition or disability. What that looks like will be different for every individual.

We will work with partners across the system to simplify the adult social care system. We know that some people will still need to access it and we will work with them to make that easier.

## **Connecting people and communities**

Everyone in Derbyshire can connect with communities that care and provide support for them. People are listened to, and their feedback is used to make changes. People are involved in their community, are encouraged to share their experience, and contribute to the wellbeing and prosperity of their neighbourhood. Unpaid Carers get support for their own mental health and wellbeing by being connected to people and organisations that can offer that support.

## **A sense of purpose and meaning**

We want everyone in Derbyshire to have a sense of purpose and meaning in their lives. We support people to set outcomes for themselves and to achieve their personal ambitions. That could be by taking up hobbies, building social networks, helping others, employment, education or lifelong learning and growth.

## **A connected system of support**

Everyone is supported by a connected system that works together delivering effective, outcome-focused, quality services that promote independence. There is a choice of services which meet their needs and provide a positive experience regardless of their background, age, ethnicity, disability, sex, sexual orientation, religion, or belief.

## **Our service is delivered by our well-trained, engaged workforce**

We work together creatively to offer innovative solutions and are trusted to make the right decisions for people. Our open and transparent way of working meets professional standards, follows best value principles, and considers the impact on our local environment and climate change.

# Our priorities

1. **Outcome focussed:** support people to live their best lives independently at home, connected to the community and local resources, stepping in with more help where needed

2. **Short-term support:** helping people recover and regain stability, independence and control following a personal crisis or illness

3. **Joining up support:** working across the system with partners, carers and residents to provide support in a safe, supportive homelike setting

4. **Co-production:** develop more equal partnerships between people who use services, carers and professionals to deliver better outcomes

5. **Supporting carers and our workforce:** recognise and value carers and our social care workforce and the contribution they make

6. **Standards and value for money:** make sure there is a good choice of affordable care and support available across the country with a focus on people's experiences and improving quality

## What our stakeholder engagement told us

Our stakeholder engagement has highlighted that supporting each of these priorities is a need to improve access to better information. We will build this in to our work from the outset as we deliver against this strategy.

## How will you know that we have delivered our priorities?

We will be using the Think Local Act Personal statements as a test that people can measure our service against. They are simple "I" statements which if they can agree with, they will know that we have successfully delivered.

### Priority 1: Our work is outcome focused:

Supporting people to live to their best life independently at home, connected to the community and local resources, stepping in with more help where needed.

### How we will make a difference

We will provide a partnership of support, designed, and delivered with communities.

### We will know we have succeeded when people can agree with these statements:

- I know what services and opportunities are available in my area.
- I am confident to engage with friends/support services.
- I have a conversation with someone who understands me.
- I know where to get help.
- I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself.

### How we will make a difference

We will change the way we work allowing social work staff to connect with and build a deep understanding of their community.

### We will know we have succeeded when people can agree with these statements:

- I know where to go to get help.
- I have a conversation with someone who understands me.

# Our priorities

## **Priority 2: Short-Term Support:**

Helping people recover and regain stability independence and control following a personal crisis or illness.

### **How we will make a difference**

We will deliver a strong, reactive offer of services that provide flexible and intensive crisis support.

### **We will know we have succeeded when people can agree with these statements:**

- I know that I have control over my life, which includes planning ahead.
- When I need support, it looks at my whole situation, not just the one that might be an issue at the time.

### **How we will make a difference**

We will manage our resources more creatively and focus to developing a reablement approach whilst delivering more proactive, preventative approaches.

### **We will know we have succeeded when people can agree with these statements:**

- When I need support, it looks at my whole situation, not just the one that might be an issue at the time.
- We start with a positive strength-based conversation, whatever my age or health condition.

## **Priority 3: Joining up support:**

Working across the system with partners, carers, and citizens to provide support in a safe supportive homelike setting.

### **How we will make a difference**

We will develop more choice around the way people are supported to retain or regain their independence building on their strengths and their networks.

### **We will know we have succeeded when people can agree with these statements:**

- I know what services are available and can make informed decisions.
- I can make a choice about the setting I live in and who I live with.

### **How we will make a difference**

We are transforming the way we provide support at home for our citizens focussing on improving their experience and outcomes.

### **We will know we have succeeded when people can agree with these statements:**

- I know what services are available and can make informed decisions.
- I deal with people I know and trust. They are professional and love their job, respect my lived experience, and make decisions with me not for me.

# Our priorities

## **Priority 4: Coproduction:**

Develop more equal partnerships between people who use services, carers, and professionals to deliver better outcomes.

### **How we will make a difference**

We will develop and nurture a culture of genuine co-production working from a blank page to create services that deliver better outcomes for people.

### **We will know we have succeeded when people can agree with these statements:**

- I know that my contribution is of equal value to others and delivers a better outcome
- I am confident to share my views and that they will be listened to.

## **Priority 5: Supporting Carers and our workforce:**

Recognise and value unpaid carers and our social care workforce, and the contribution they make.

### **How we will make a difference**

We will develop a workforce strategy that includes the whole system, focussing on equality, diversity, and inclusion.

### **We will know we have succeeded when people can agree with these statements:**

- I deal with people I know and trust who are professional and love their job.
- I deal with people who respect my expertise and make decisions with me not for me.

### **How we will make a difference**

We will embed a clear support offer and structure for all carers.

### **We will know we have succeeded when people can agree with these statements:**

- I am resilient and have good mental health and wellbeing.
- I have balance in my life, between being a parent, friend, partner, carer, employee
- My needs as a carer are recognised and I know how to access support if I need it.



# Our priorities

## **Priority 6: Standards and value for money:**

Make sure there is an excellent choice of affordable care and support available across the county with a focus on people's experiences and improving quality.

### **How we will make a difference**

We will ensure people can move easily between care and support including health, social care, and the voluntary, community, and social enterprise sector.

### **We will know we have succeeded when people can agree with these statements:**

- I only tell my story once unless there are changes to what matters to me.
- The system is easy to navigate
- I know what services are available and can make informed decisions

### **How we will make a difference**

We will embed open and transparent decision-making and plans and priorities for adult social care, created together with the citizens of Derbyshire.

### **We will know we have succeeded when people can agree with these statements:**

- I am listened to and heard.
- I understand how to share my views and I am involved in the things that directly affect me.

### **How we will make a difference**

We will deliver more flexible and simplified ways for people to be able to purchase and arrange their care and support.

### **We will know we have succeeded when people can agree with these statements:**

- I can manage money easily and use it flexibly to design my support.
- I have choice and control in managing my personal budget.

### **How we will check that we are delivering services effectively**

We will be asking people who use our services to rate the service they receive based on these statements. This will help us to continuously improve what we do and meet quality standards. People will be asked to complete a short questionnaire to let us know what they think. We will publish the results of survey every six months to ensure we remain open and transparent.

### **Telling us what you think**

Feedback about our service is welcomed and encouraged. We will set up an email address for people to share their thoughts and ideas. There will be other less formal ways to share views, via the people they interact with in our teams, community groups or in our settings.

# Summary

This strategy and the high-level priorities we have set out are the starting point of our journey. They set out our vision, values, and direction.

We've started by identifying our priority activities and showing how they link with other strategies that are being delivered. The successful delivery of our plan is dependent on other strategies which are in place which could be in other departments of the council or other organisations. We'll make sure we're delivering on our plans by monitoring our delivery through our governance structure so that we are held to account for delivering what we say we will.

We will be checking progress against this via our governance structure and making sure that all our work is aligned to deliver the priorities we've committed to.

We want to bring people, communities, and organisations together to share resources and expertise and develop more detailed plans for how we can achieve this strategy.

## Annual strategic action plans

The strategy will be accompanied by annual strategic action plans which provide more detail. We'll make sure our citizens can be more involved in helping set these plans and priorities through our governance structure. Our action plans will be published and shared. We will set up ways for people to hear our progress and challenge us where things aren't working.

## How we will know this strategy is a success

We'll know the strategy is successful when:

- People can make the best possible choices about their health and care.
- People tell us they feel supported as an individual and are working to achieve their goals.
- People feel a sense of independence and connection to their communities.
- Our system is sustainable.

## Making it work is down to all of us.

By working together with our partners, local communities, and individuals we will create a service that provides what the people of Derbyshire need now, and in the future to live their "Best Life".



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**Making it Real** - Think Local Act Personal

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## Contact

if you have any questions or would like more information and how it relates to the people of Derbyshire please email:

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