

# Medway Adult Social Care Strategy 2016-2020

## Getting better together

### Our vision

We will support the people of Medway to live full, active lives; to live independently for as long as possible, and to play a full part in their local communities.

### Our values

Best value

Quality

Co-production & partnerships

Personalisation

### Resident outcomes

I know where to find information about social care services, and how to access advice and support when required

I manage my own care and support via a direct payment that provides the right amount to meet my needs.

I use technology enabled care which allows me to control my care, empowering me to manage it in a way that is right for me.

I am part of a strong local community, where people are supported locally to improve their health and wellbeing, and to remain in their homes and local communities for as long as possible

The care and support I receive is delivered at the right time for me. Where more than one provider or agency is involved, my support is co-ordinated

I feel safe, empowered and believe my rights are promoted. I feel my independence is optimised and I have the appropriate level of care and support in place.

### Our strategic aims

PREVENTION

PERSONALISATION

INNOVATION

PARTICIPATION & PARTNERSHIPS

INTEGRATION

SAFEGUARDING

### Leadership & Governance

Adult Social Care Improvement Board

Portfolio holder Adult Services

Director Children & Adults Services

Health and Wellbeing Board

### Measuring success

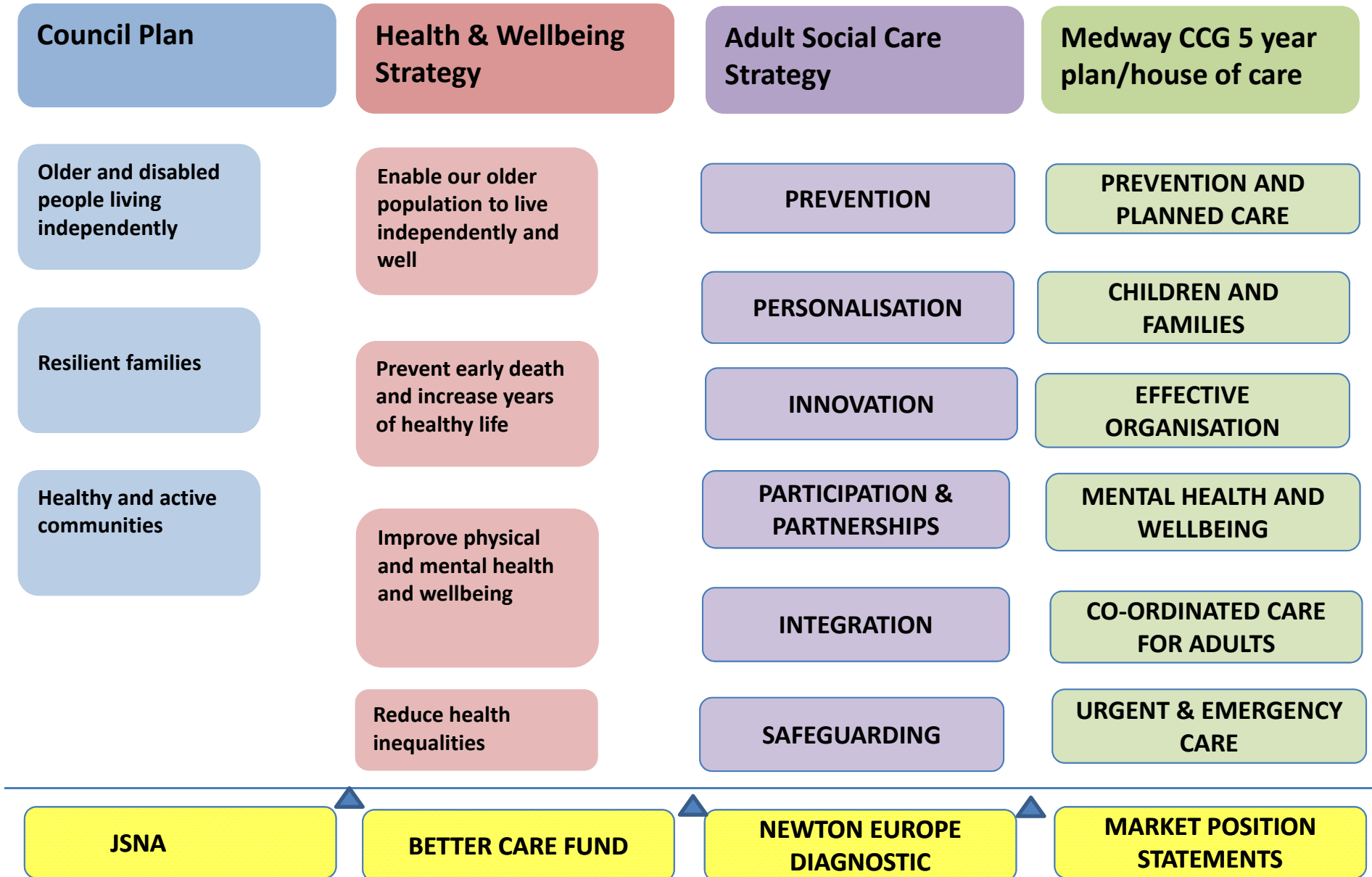
Adult social care outcomes framework

Reduction of long-term support via increased use of TECS

Increase in uptake of DP's and ISF's

A coordinated and timely response to safeguarding concerns

# Strategic links



# Prevention

## Adult Social Care Strategy Actions

We will develop an e-marketplace / citizen's portal for improved, consistent information and advice and signposting to other support

We will review information, advice and advocacy support in the community and commission to ensure they are effective and joined up

We will analyse the effectiveness of reablement and commission a cost-effective intervention service that maximises the appropriate use of equipment and technology enabled care services.

We will review our support for carers, especially those providing significant unpaid care or those caring for people with dementia and commission services that are appropriate for their needs.

## Planned outcomes for Medway residents

I know where to find information about social care services, and how to access advice and support when required

I am helped to remain as independent as possible in my own home for as long as possible, using the minimum support so that I can keep doing things for myself

As a carer, I am supported to maintain my caring role and look after my own health:

- My physical health and emotional wellbeing has been maintained
- I am able to manage stress
- I feel confident to fulfil my role as a carer
- I am able to maintain a dignified relationship with the person I care for

# Participation & Partnerships

## Adult Social Care Strategy Actions

We will review our partnership arrangements, formalising the support for Boards and engagement with the wider client groups.

We will develop an Employment Strategy that supports disabled people and those with mental health needs into paid employment.

We will support and extend the DERiC programme in Hoo and Walderslade to promote, develop and invest in new community-owned social enterprises which offer real incentives, including financial, to all involved.

We will include Housing within our collaborative working and develop a housing strategy for adult social care with commissioners

## Planned outcomes for Medway residents

I am able to help shape the care and support I receive through my participation with local Partnership Boards and I feel like these are forums for genuine engagement

I can explore opportunities to take up paid employment that is suitable for my abilities.

I am part of a strong local community, where people are supported locally to improve their health and wellbeing, and to remain in their homes and local communities for as long as possible

My accommodation is suitable for my needs.

# Personalisation

## Adult Social Care Strategy Actions

We will improve the support for those receiving a Direct Payment through commissioning and co-production

We will work with providers in Medway to develop an Individual Service Fund (ISF) option for those receiving care and support, that should also be available to self-funders.

We will review the care pathway between enablement and long term care and support to improve outcomes

We will continuously monitor equalities to improve personalisation and promote equality and human rights, including prevention of discrimination.

## Planned outcomes for Medway residents

I manage my own care and support via a direct payment that provides the right amount to meet my needs

I receive flexible support enabled by an ISF as I can't or don't want to manage a direct payment.

I am helped to remain as independent as possible in my own home for as long as possible, using the minimum support so that I can keep doing things for myself.

I know that the specific needs of my community will be met so that what I receive is appropriate for me

# Integration

## Adult Social Care Strategy Actions

We will develop integrated care pathways through the review and recommissioning of Dementia, Autism, Mental Health, and Information, Advice and Advocacy support.

We will develop an integrated service model, including joint health and social care personal budgets, direct payments, individual service funds and joint funding of long term condition support as part of the Better Care Fund.

We will work with housing planners and providers to produce a co-ordinated social care housing strategy that improves access for older and disabled people to appropriate housing

We will develop shared end of life policy covering all health and social care partners on end of life care, including adoption of Gold Standards Framework and prevention of unnecessary transfers from home to hospital at end of life.

Delayed transfers of care: as part of the Better Care Fund plan, we will develop an improvement plan to increase our performance in relation to Delayed Transfers of Care – both whole system and attributable to adult social care

## Planned outcomes for Medway residents

The care and support I receive is delivered at the right time for me. Where more than one provider or agency is involved, my support is co-ordinated

I am able to live in housing that is suitable for my needs.

I will be supported to die with dignity in my home rather than in hospital if that's what I or my family choose.

I will not remain in hospital longer than clinically required to meet my health care needs.

# Innovation

## Adult Social Care Strategy Actions

We will publish a new Technology Enabled Care Services (TECS) Strategy, to promote and deliver the wider use of Telecare services across Medway.

We will maximise the use of information technology including the use of the best recording and reporting systems and developing mobile working options, including the use of 'offline' forms.

We will develop effective forecasting of long term care costs which will help us to predict potential future care needs.

We will monitor our transition from children's social care to adult social care to minimise the impact on long term disability care costs.

## Planned outcomes for Medway residents

I use technology enabled care which allows me to control my care, empowering me to manage it in a way that is right for me.

Social work in Medway helps me to gain the right support when I need it

I know that Medway are seeking to achieve the best value for money for my services.

# Safeguarding

## Adult Social Care Strategy Actions

We will establish a Medway Adult Safeguarding Executive Group.

Adults will be fully involved when a safeguarding concern is raised. They will be asked what they want their outcomes to be and these will inform any action taken where possible

The Medway Adult Safeguarding Executive Group will review all multi-agency protocols, processes and practices embedded across sectors (especially health partners), to ensure they are evidence based and are in accordance with nationally recognised standards.

We will raise Public awareness in addition to ensuring that all staff have a basic awareness of how to recognise abuse and what to do to seek help and support. We will ensure safeguarding is embedded into all of the Council's services.

We will identify specialist safeguarding adults staff along with establishing robust workforce development and performance management frameworks that set out expected behaviours, competencies and professional standards, effectively monitor staff actions and recognise good delivery.

## Planned outcomes for Medway residents

I feel safe, empowered and believe my rights are promoted. I feel my independence is optimised and I have the appropriate level of care and support in place. Overall, I consider myself to be a valued resident of Medway.

We will analyse information from safeguarding outcomes to continuously develop supports and strategies and strengthen our preventative approach, using co-production techniques where possible.

I know that all staff in Medway are aware of the need to keep me safe. I will feel reassured that members of the public will know how to help me if they are worried I am not safe.

I know that staff are well trained and have clear policies and procedures to follow.