

Medway Adult Social Care Local Account 2020/21



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Introduction



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We are pleased to publish our Local Account for Medway Council Adult Social Care for the full year April 2020 – March 2021. The Local Account is an annual review of Adult Social Care that we have produced to inform people living in Medway about the services we offer, our key achievements and priorities for the service. It explains how much we spend on Adult Social Care, what we spend money on and what we are doing to support Medway's residents.

This year has been extremely difficult year for everyone and Adult Social Care have been busier than ever ensuring that Medway's residents are at the heart of everything we do.

The former Adult Social Care Strategy ended in December 2020, a new strategy was drafted, consulted on and published in July 2021. Our new Adult Social Care Strategy, sets out our vision and key strategic aims between 2021 – 2025.

Medway's vision for Adult Social Care is:

We will promote people's independence and wellbeing to aid the residents 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.

This vision is supported by four principles – Prevention, Early intervention and recovery, Enablement and Safeguarding.

This Local Account includes a summary of our key achievements in 2020/21

Our Vision

Our vision supports the following council priority:

Supporting residents to realise their potential

Older and disabled people living independently in their homes

- 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.
- We will continue to strengthen our arrangements to safeguard vulnerable adults

Medway Council works closely with partners across the full range of health services, including Public Health, and within the community and voluntary sector to ensure we deliver the best outcomes for our residents

Our Values

Prevention

We will focus shared learning and build on evidence-based interventions that can help to prevent avoidable demand on statutory health and care services.

Early intervention and recovery

We will proactively work with individuals, families, and other agencies to help people who have experienced ill-health or crisis to recover as quickly as possible, reducing their ongoing needs and helping them return home.

Enablement

We will work on the assumption that people want to be enabled and supported to live independently at home and access employment when possible, ensuring that residential care is only used when there is no alternative.

Safeguarding

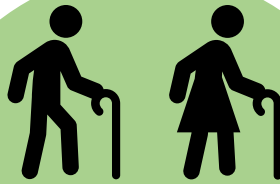
We will place the right of all adults to live their lives free from harm, abuse, and neglect at the heart of everything we do



Key Facts and Figures



Medway has 213,701 adults (aged over 18)



Medway has a growing older population similar to England overall.



Many older people are enjoying longer and healthier lives, which is to be celebrated.



We have received 575 Mental Health Act Assessment referrals



Projections to 2025 suggest that the number of people in Medway aged 65 & over will increase by 7.1% to 48,400 & the number of people over 85 will grow by 11.5% to 5,800. This growth in the older population will inevitably require substantial change in the delivery of health & care services.



1899 hospital discharges supported



3603 people provided with long term care & support of which 2542 were supported in their home & 1061 supported in a care or nursing home



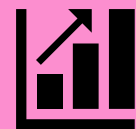
1451 people helped with short term support to maximise their independence



Received 1629 safeguarding concerns and undertook 630 safeguarding enquiries



1406 adults are known Carers (March 2021)



807 Deprivation of Liberty Safeguards (DOLS) Assessments

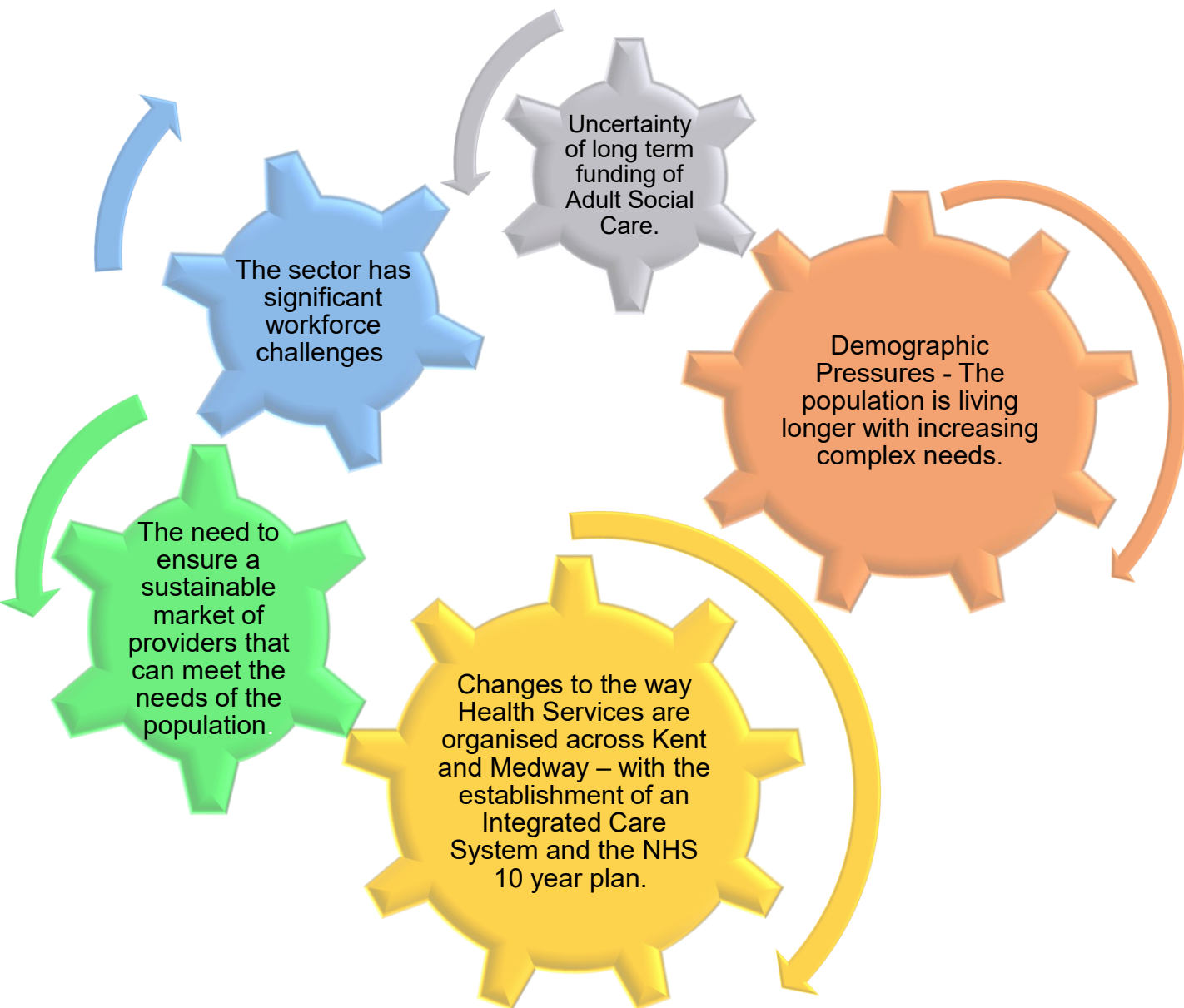
How we spend our money

The Adult Social Care budget for 2020/21 is just over **£68 million**. The chart below sets out how we spend this money:



Our Key Challenges

We continue to face a number of significant challenges:



Population projections for Medway's over 65 population

	Aged 65+	Baseline change (Aged 65+)	Aged 85+	Baseline change (Aged 85+)
2018	44,600	NA	5,100	NA
2019	45,400	1.8%	5,200	2%
2020	46,100	3.4%	5,300	3.9%
2021	47,000	5.4%	5,600	9.8%
2022	47,900	7.4%	5,700	11.8%
2023	49,000	9.9%	6,000	17.6%
2024	50,000	12.1%	6,100	19.6%
2025	51,200	14.8%	6,300	23.5%

Source: ONS population projections for local authorities

How will Adult Social Care support you?



ADULT SOCIAL CARE LOCALITY TEAMS

There are three Locality teams in Medway comprising Social Workers, Nurse qualified practitioners, Occupational Therapists and Social Care Officers who deliver our statutory responsibilities under the Care Act 2014.

This includes early help and prevention and enablement support to help individuals to regain and maintain independence, with the aim of preventing, reducing or delaying the need for ongoing long term social care support.

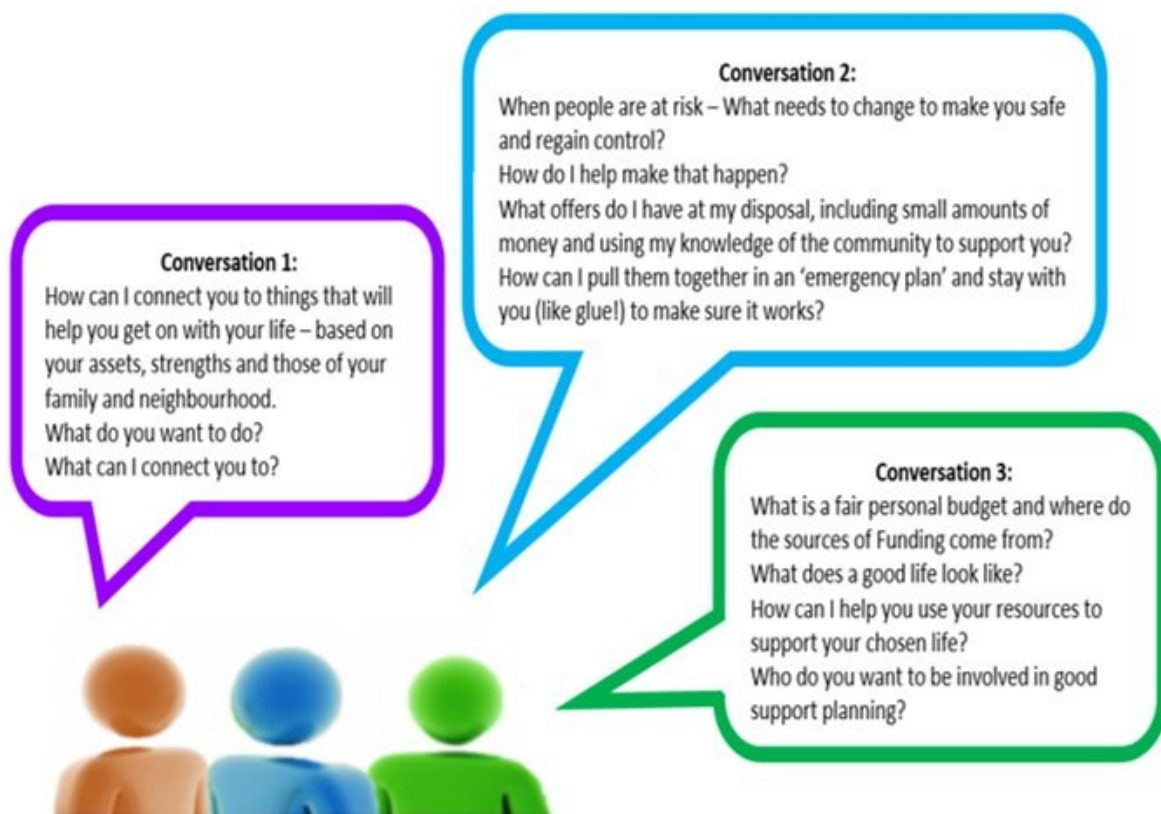
Long Term Support takes many forms - packages of care, day care, supported living, respite care, residential and nursing care and support for Carers. Most individuals are supported through a personal budget which is often taken as a Direct Payment which offers more choice & control.

The locality teams are aligned with GP and Community Health Services, which means that we work in a joined up way with other local services, to ensure we all work together to help people to achieve better outcomes.

How will Adult Social Care support you?

3 CONVERSATIONS – A STRENGTHS BASED APPROACH

Adult Social Care have adopted a strengths based practice model using a conversations approach. This focuses on helping people to achieve the things that are important to them by listening carefully to what is important to them. This approach helps people to maintain independence, and will consider how a range of community resources can support people in the community.



Our Occupational Therapists support individuals to maintain independence through enablement and the provision of equipment. The Council undertakes adaptations, via the Disabled Facilities Grant Scheme, to support people to remain in their own homes, through a range of significant adaptations, for example, ramps, stair lifts and level access showers.

How will Adult Social Care support you?

ADULT SAFEGUARDING

Safeguarding Adults at Risk

Abuse can happen anywhere including at home, in care homes, at hospital or in public. It could be a single act, or can take place over a long period of time. Some adults are more at risk of abuse than others as they are not able to protect themselves from abuse. This could be because they are elderly, disabled or rely on others to meet their care needs.

How to raise a safeguarding concern:

Report adult protection concerns during the day on 01634 334466 from 08:30 to 17:00.

Emergency outside of normal hours call anytime on 03000 419191

Or visit our website to find out more information or to complete an adult safeguarding alert form.



Our work and what we do

SHARED LIVES

Shared Lives is support for an adult who can't live on their own. Hosts share their home, family and community life. People supported in Shared Lives learn new skills, take part in more activities, make new friends and become more independent. Through sharing a life together both people's lives become enriched.

All sorts of people can benefit from the support of a Shared Lives carer, particularly those with a learning disability, autism, older people, people with mental ill health, people leaving hospital or who have a long term health condition and young people in transition to adult services.

Maximising independence and wellbeing is central to the Shared Lives ethos. Our Carers support people to develop life skills such as literacy, money management, cooking, use of public transport and day-to-day living skills. Although for some people, the aim is to maintain their skills and help manage the things they find difficult to do without help.

I'd like to share my life – what should I do next?

We are looking for more Shared Lives Carers, who want to welcome someone into their home and family, to provide support and to share everyday life. You will receive a fee for the support you provide, up to £2000 per month and will receive comprehensive training, so you don't need any formal qualifications or previous experience. What you do need is a caring attitude and personal qualities like warmth, kindness, patience and energy.

People wishing to use the service and potential Carers are carefully matched to ensure a successful relationship.

For further information visit our website via the following link:

[Become a Shared Lives Carer](#)

Or give us a call on: 01634 337100

We have also produced a video that tells the story of a number of our Shared Lives families. You can see the video via the following link:

[Medway Shared Lives video](#)

Shared Lives – Case Study

Robert's Story

Robert, recent respite placement service user who has moved into independent living.

Everyone involved benefits from Shared Lives, it's a form of care that can help people to grow and develop their independence and bring families together, as was the case with Robert who lived with Lynette and Steve, Shared Lives Carers in Medway.

Robert was referred to Shared Lives in 2020 on a respite placement. Unfortunately Robert was unable to remain in his own home when his mother took ill, so he and his family thought a placement with Robert with specialist support would be beneficial for him.

Individuals who use Shared Lives are carefully matched with their Carers when going into any placement as it is important both parties get to know each other, understand any issues and also have some shared interests.

Robert describes his time with Lynette and Steve as “the best Carers he has been with and it was good of them to take him in”, he says “both of them are very supportive and Lynette knows what she is doing with people. They helped me with being able to live on my own, teaching me cooking, cleaning and taking my medication”.

During Robert's placement with Lynette and Steve, they supported him through gaining the skills and knowledge he needed to live in his independent living accommodation he is in now. They helped him with daily and weekly routines. Lynette and Steve supported Robert throughout his move into his independent accommodation, they helped him with moving and setting up his new apartment, giving him signs and notices reminding him to do certain things like turning off the cooker hob. Lynette and Steve continue to support Robert via Day Care going bowling on Mondays and attending other activities.

Whilst Robert was with Shared Lives, he also became a part of the Panel Group which goes out to visit prospective Carers who are being assessed. Robert says, “panel was good and gives people an idea of what being a carer is like”. Social Care officer Jo supports the Panel Group, Robert says she is a nice person and supports the panel to ask questions.

Reflecting on his experience, Robert says he would “recommend people to get support through Shared Lives, it gave him insight into living independently for the future”.

Our work and what we do

SENSORY SERVICES

Visually Impaired Service

Kent Association for the blind provide support that includes:

- Information and advice
- Specialist assessment and initial emotional support (e.g. for people with newly diagnosed eye conditions)
- Rehabilitation and Mobility Training
- Equipment recommendation and loans
- Support with accessing low vision aids
- Support with access computer training and IT equipment
- Voluntary registration and Severely Sight Impaired (Blind) and Sight Impaired (Partially Sighted)
- Support with accessing employment, training and leisure opportunities



Deaf Services

Medway's Deaf Services Team support the Deaf, hard of hearing or deafblind residents of Medway. We focus on maintaining and promoting independence. We provide a range of services including:

- Statutory specialist assessments if you're deaf, hard of hearing or deafblind.
- Support for welfare rights, housing and employment issues.
- Equipment recommendations and equipment loans.
- Supporting with use of interpreters and equal access to services.
- Voluntary registration as deaf or hard of hearing.
- Educating colleagues and external agencies about hearing issues.
- Raising awareness of the barriers that deaf and deafblind people face.
- A drop-in service available twice a week:

Referrals can be made by the person, family, friend or professionals.

Due to the lockdown, we were not able to meet face to face in clients homes so we communicated via Facetime, WhatsApp or by appointment to the office. From 1st April - 31st March we spoke to approximately 180 clients.



Our work and what we do

SUPPORT FOR PEOPLE WHO HAVE BEEN IN HOSPITAL

We offer a range of services, some of which are commissioned jointly with health to support people when they are discharged from hospital

The **Integrated Discharge Team** assess the needs of people who have been discharged from hospital, and if eligible for Adult Social Care support, ensure they are receiving appropriate services this, including packages of support within the home, telecare and care home placements



The Intermediate Care service supports people in the early stages of recovery from an acute episode of illness through rehabilitation, enablement and mutually agreed goals. The aim is to help people return to their own home after a period of support in a community bed.

A key part of our Intermediate Care Service is **Home First** which supports people back to their own home after a stay in hospital.

This may include a package of care and or appropriate aids and small pieces of equipment to support during recovery. This is put in place for a short period initially but will be reviewed and reduced, increased, or removed in line with your needs.

Pathway 3 Team - A Medway Council Social Work team manages the discharge to assess Pathway 3 service on behalf of health. Pathway 3 is in place for people who require bed-based 24-hour care. It includes people discharged to a care home for the first time plus existing care home residents returning to their care setting.

Health & Social Care Systems work towards an ambition whereby no person is transferred to a care home as a permanent placement for the first time straight from an acute hospital bed. However, where this type of placement does occur, this transfer cannot happen without the involvement and agreement of the Local Authority

Our work and what we do

COMMUNITY SUPPORT SERVICES

WALT & wHoo Cares are community interest companies based in the ME5 and ME1 areas of Medway. Their aims are to reduce social isolation and to establish innovative and creative models of support for vulnerable people and their Carers.

This is achieved through recruiting local volunteers (community support) and matching them with individuals who require support. These volunteers provide a range of services including befriending (telephone & face to face); transport to appointments; introducing people to the existing services in their local area and providing support to access, if required.

The overall aim is to reduce manage and health and social care needs; reduce the need for care and support through early intervention and delay the development of long term support needs and the associated costs to the health and care system over all.



Support for Carers

Those who provide regular care to an adult, friend or family member are entitled to a carer's assessment to find out if they could get support as a carer.

They can get help as a carer if their physical or mental health is deteriorating or is at risk of deteriorating.

There are many possible outcomes and options of support depending on what is identified through the assessment. This could include signposting to carer organisations; services for the cared for person or a Direct Payment for the carer.

An adult Carers assessment can be requested by telephoning 01634 334466 or emailing ss.accessandinfo@medway.gov.uk.



Our work and what we do

Medway Community Support Outreach Team:

The Medway Community Support Outreach Team (CSOT) offers a need's led, flexible and responsive provision, to service users who need support because of their Mental Health. The CSOT operates 7 days a week, 365 days of the year including evening, weekends and bank holidays at times and days that is best suited to the individual.

The team's key aims are to help people to:

- Improve their quality of life.
- Develop, improve and maintain daily living skills
- Increase their self -confidence and self-esteem
- Reduce the need for residential care, acute care provision
- Promote overall wellbeing, equality and social inclusion
- Support service users to rebuild and maintain family and social networks to prevent social isolation.



Community Resource Centre

The Community Resource Centre at 147 Nelson Road, Gillingham provides centre based support six days a week to adults who have social care needs in relation to their mental health. The Centre works with approximately 60 people at any time on both a short term basis providing enablement following an acute episode of poor health and long term basis for people who require sustained support.

In December 2019, Cabinet approved a consultation on the future provision of 147 Nelson Road. The Consultation was carried out from 9 January to 5 March 2020. In March 2020, in response to Government's guidance on Covid the centre was closed and the consultation process was paused to allow Adult Social care to focus on the pandemic. During the closure regular contact was made with all Service Users. Support was provided via telephone contact and activity sets were sent to those who wanted them to provide meaningful activity. In early June the Resource Centre began running small community-based groups in accordance with Government guidelines.

A paper was presented to Cabinet on 15 December 2020 providing feedback from the consultation. The Cabinet agreed the recommendation to develop the service by firstly bring together the service at 147 Nelson Road and our Community Support Outreach Team to strengthen our offer during what is a difficult time for those suffering with poor mental health.

Our work and what we do



Birling Ave – Short Breaks Service

Birling Ave Short Breaks Service is a 7 bedded detached house in Rainham, which offers home from home respite breaks for adults with learning disabilities.

Registered with the Care Quality Commission with a current rating of “Good” – the service has been supporting the people of Medway for 20 years.

Each individual receives an allocation of respite nights per year, which can be booked, similar to a hotel bookings system. 24 hour support is provided at the service, as well as full board and a range of activities, both in house and in the community. The service benefits from comfortable bedrooms with TV and WIFI, a large well maintained garden and support from a small and dedicated team throughout the individuals break.

We support people who have moderate – severe learning disabilities and autism, as well as additional health needs including epilepsy & diabetes & specialist diets. We are able to support individuals to manage and administer their medications.

The benefits of the service are a break for both the carer and the individual. Regular breaks support the carer to continue in their caring role for longer and the individual benefits from a home from home supported break with many social opportunities. The service also supports individuals to maximise their independence providing support with budgeting, cooking and making choices.

The support for individuals whose main carer is unwell or in hospital, those in a safeguarding service is currently supporting 81 families across Medway as well as providing support in emergency “one off” situations. This includes safeguarding a situation or a person who is awaiting a new placement to be sourced.

During the height of pandemic, to manage the potential spread of the virus the decision was made to utilise Birling for emergency placement only. Users of the service responded well to this decision, and few required any additional support. Those that did attend did so in bubbles and were tested before their stay.

Our work and what we do



Direct Payments are monetary payments made by a local authority to individuals who want greater flexibility and control over how we meet some or all of their eligible care and support needs.

The self-directed support (SDS) team are responsible for supporting individuals through the direct payment process.

Our SDS team works with people, their Carers and their families to make informed choices about what their support looks like and how it is delivered, making it possible to meet agreed personal outcomes.

As a result of the support planning process the SDS team empower individuals to secure a bespoke package of care via a direct payment. Through conversations with individuals the team are able to identify gaps in the provider market or community and work with providers and the community to develop a wider selection of resources. Direct Payments give individuals greater choice and control, enabling them to advocate for themselves.

850 social care customers are in receipt of a four weekly direct payment to meet their eligible needs 480 parents of disabled children are in receipt of an annual direct payment to be used for short breaks.

During the height of the pandemic the SDS Team kept regular contact with all Direct Payment recipients ensuring they had support. Where carers were off sick or isolating, they support service users to source alternative care. They also became the distribution hub for personal protective equipment for those in receipt of Direct Payment.

How are we doing?

Complaints and Compliments

Between April 2020 – March 2021 we received 92 complaints. Some of the main reasons for complaint included:

- Financial
- Communication issues
- Delays

We received 14 compliments between April 2020 – March 2021. Some of the main reasons for the compliments included:

- Dedicated Social Workers going the extra mile
- Caring and professional Social Workers
- Help with financial and independent living advice

Adult Safeguarding

1623 concerns have been received up until end March 2021. The same timeframe in 19/20 saw 1564 concerns raised which is a 1.7% decrease, which has been seen due to COVID 19.

37% (600) have gone to enquiry in 20/21 and for the same period in 19/20 53% (829) concerns went to enquiry. Therefore 20/21 has seen a 16 percentage point decrease on 19/20.

In 20/21 where a risk has been identified in 48.22% the risk has been reduced, 44.16% risk removed and 7.61% risk remains.



Progress against our former strategic priorities

Our former Adult Social Care Strategy included six strategic priorities – Prevention, Personalisation, Partnership, Integration, innovation and Safeguarding. We have summarised our achievements against each of our strategic priorities in the last year below:

Prevention

- Information, advice and advocacy support in the **community** is now commissioned to form part of our Voluntary Community Sector Consortium arrangements. As part of these arrangements Medway Voluntary Action have developed a directory of voluntary and community organisations here: [Voluntary Sector Directory](#)
- Our equipment service is being recommissioned to ensure we maximise the use of equipment to support people to maintain their independence.
- We have reviewed our support for Carers, and co-produced a new Carers strategy, to ensure the Council meets it's statutory requirements to support Carers, whilst valuing the amount of unpaid care they provide and understand the impact that caring can have on a carer's health and wellbeing.
- We support a higher proportion of people with enablement than the national average – which means that more people benefit from short term support to help them to maximise their independence

Personalisation

- We have introduced the pre-paid card scheme which makes it easier for service users to receive direct payments
- We have developed locality teams, which support all people in a geographical location from initial contact, early help and prevention and onto receiving long term support.
- We have introduced “3 conversations” as a way of ensuring that people are supported in a way that is personal to them. By seeking to understand what is important to each individual we can better connect them to appropriate personalised support

Innovation

- We have increased the use of digital technology to support people to remain in their own homes, and we are piloting the use of new technology.
- We have introduced mobile working technology across the whole of Adult Social Care, and redesigned our recording systems with more proportionate forms. This is helping our staff to be able to spend more time with residents in the community.
- We are also in the process of upgrading our electronic social care system to improve functionality and capability
- We have invested in growing our Shared Lives service as an innovative and cost effective way of supporting people in the community to achieve great outcomes.

Participation & Partnerships

- We have begun to review our partnership arrangements, formalising the support for boards and engagement with the wider client groups. We have engaged client groups in the development of key adult social care strategies
- Our Community Support Outreach Team have supported those with mental health conditions gain or maintain employment and we are introducing a number of new initiatives to support disabled people and those with mental health needs into paid employment.
- We have supported WALT and wHooCares to establish innovative and creative models of support for vulnerable people and their Carers
- We have worked with Housing colleagues to develop further options for those requiring extra care housing. We now have a total of five schemes in Medway which has increased the opportunity for people to remain independent in their community.

Integration

- Our level of delayed transfers of care are some of the lowest nationally, and we continue to work with health partners to offer new and innovative approaches to help people to return home as quickly as possible with the right support.
- We continue to work in partnership with health colleagues to support the development of the Kent and Medway Integrated Care System as well as the Integrated Care Partnership for Medway and Swale. This approach will result in greater collaboration in improving population health and wellbeing outcomes.
- We have developed a joint health and social care Mental Health Strategy which sets out our vision for improving outcomes for people with mental health problems in Medway.
- We have developed a joint health and social care Learning Disability strategy, which sets out how we will ensure that people with learning disabilities are identified and supported to access the services that meet their needs and deliver better outcomes. The strategy has been created in partnership with a Learning Disability working group of people with lived experience and other stakeholders
- Care navigators have seen 2423 individuals in the last 10 months and 285 people had mental health as primary reason for referral .These people were provided support or signposted to the right support .

Safeguarding

- We continue to support the work of the Kent and Medway Safeguarding Adults Board (KMSAB) as a statutory partner to the board. The Assistant Director for Adult Social Care in Medway is the Vice-chair of the Board.
- The board has produced an annual report, which sets out the strategic priorities for the board, and the key achievements in the last year. The report can be found via the following link: [KMSAB annual report](#)
- The Medway Adult Safeguarding Executive Group continues to ensure a specific focus on the priorities for safeguarding adults in Medway.
- Adults continue to be fully involved when a safeguarding concern is raised. They are asked what they want their outcomes to be and they inform any action taken where possible.

What we are doing in 2021/22?

Adult Social Care Strategy 2021 - 2025

We have developed our new strategy which sets out the objectives and focus for Medway Adult Social Care over the next 4 years. It aims to ensure that we safeguard our residents and improve outcomes for our Service Users, while ensuring that the service we provide achieves the best value for the Council.

The primary aim of the strategy is to prevent and reduce social need by providing effective support so that citizens maintain their independence. Wherever possible and appropriate we will support citizens with eligible social care needs to remain in or return to their own home, so that they can maintain important relationships with family, friends, and continue to actively be a part of their own community.

Our approach is based on four principles:

- **Prevention:** we will focus on evidence-based interventions that can help to prevent avoidable demand on statutory health and care services
- **Early intervention and recovery:** we will proactively work with individuals, families, and other agencies to help people who have experienced ill-health or crisis to recover as quickly as possible, reducing their ongoing needs and helping them return home
- **Enablement:** we will work on the assumption that people want to be enabled and supported to live independently at home and access employment when possible, ensuring that residential care is only used when it is clinically appropriate
- **Safeguarding:** we will place the right of all adults to live their lives free from harm, abuse, and neglect at the heart of everything we do

Transformation & Improvement Programme

The Transformation & Improvement programme is underway. The programme was developed through engagement with teams to identify what areas they thought needed to be improved. The programme has been developed based on the feedback, reviewing complaints, analysing data and reviewing high areas of spend.

The aim of the programme is to reduce Adult Social Care demand, introduce more straight-forward, efficient, and effective processes and improve the Adult Social Care experience for our customers.

What we are doing in 2021/22?

Community Mental Health Support Team

The amalgamation of the Community Support Outreach Team and 147 Nelson Road Resource Centre Team under a single team manager is the first step in developing the new support offer to the people of Medway. The offer is being developed in accordance with the key principles of the Medway Council Adult Mental Health Strategy 2018-2023 and the principles of the Care Act 2014. The offer will create partnership working with leisure, culture, and community services, leading to an improved service offer across Medway, and health and social integration for our residents.

The new team will work with adults who have social care needs in relation to their mental health, when and where the support is needed. Building on the existing skills and experience of the team, outcome focused work will enable and empower people to regain both the skills and confidence to live independent lives by regaining and developing the skills and strategies of daily living.

Liberty Protection Safeguards

The Liberty Protection Safeguards (LPS) are due to replace the Deprivation of Liberty Safeguards (DoLS) on 1 April 2022. This was announced in a Mental Capacity (Amendment) Bill which passed into law in May 2019. Liberty Protection Safeguards will provide protection for people aged 16 and above who are, or need to be, deprived of their liberty. This is to enable their care or treatment and only for people that lack the capacity to consent to their arrangements. This includes people who are sectioned and detained under the Mental Health Act and people with learning disabilities, autism or dementia.

LPS hopes to deliver improved outcomes for people and has been designed to put the rights and wishes of those people at the centre of all decision-making. To deprive someone of their liberty means they are not allowed to leave where they live without being accompanied and are always under supervision.

LPS applies to a person's own home or family home, shared living and supported living, hospitals and care homes. If an individual lacks the capacity to consent to being deprived of their liberty, due to illness, injury or disability, decisions will be made for them and within their best interests.

As at 16 December 2021, guidance has not been provided by DHSC, we anticipate the date of the 1 April 2022 will be delayed

What we are doing in 2021/22?

Adult Social Care Reforms

The government is firmly committed to reforming adult social care and want people who draw on care and support to lead a fulfilling life, playing a full role in society. They want to acknowledge the important role of families and friends in caring for one another, while also enabling those who provide unpaid care to a friend or loved one to be supported to achieve their own life goals. They want the adult social care workforce to feel recognised and to have opportunities to develop their careers.

The white paper, *People at the Heart of Care*, sets out an ambitious 10-year vision for how support and care in England will be transformed. The vision puts people at its heart and revolves around 3 objectives:

- People have choice, control and support to live independent lives.
- People can access outstanding quality and tailored care and support.
- People find adult social care fair and accessible.

The reform included a lifetime cap on the amount anyone in England will need to spend on their personal care, alongside a more generous means-test for local authority financial support. The cap on personal care costs will place a limit on the costs that people will need to spend to meet their eligible care and support needs.

We are working to ensure the reforms are in place in Medway over the next year.

CQC Review of Adult Social Care

The Health and Care Bill introduces a new legal duty for the CQC to review and make an assessment of the performance of local authorities in discharging certain specified key adult social care functions as outlined in part 1 of the Care Act 2014 with the aim of assessing the effectiveness of services put in place to achieve high quality care outcomes for local populations.

The CQC assessments will be informed by priorities and objectives set by the Secretary of State. Based on this, the CQC will identify indicators and prepare a statement providing details of the methodology it will use when assessing and evaluating local authorities. The indicators and statement must be approved by the Secretary of State. The CQC will publish the findings of their reviews with the intention of allowing people to see how their local authority is performing in the delivery of its adult social care duties, and thus support transparency and local accountability.

In 2021/22 when further information is provided, we will start preparing for the CQC review.

What's next?

We hope that you have found our local account to be useful. We would welcome any views on what you think of it and what we could do to improve it in the future.

If you have any views or feedback on any of the above, please let us know your views by contacting Healthwatch using any of the following methods;

Website www.healthwatchmedway.com,

Email: enquiries@healthwatchmedway.com

Freephone number 0800 136656 or Text on 07525 861 639. By texting 'NEED BSL', Healthwatch's British Sign Language interpreter will make contact and arrange a time to meet face to face.

Postal address: 5A New Road Avenue Chatham ME4 6BB.



