



# Supporting Adults in Nottinghamshire **2017**

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## Introduction

This Strategy sets out the guiding principles for delivery of Nottinghamshire's Adult Social Care to ensure it is effective, can meet the needs of Nottinghamshire's people now and in the future and is fully compliant with the Care Act 2014.

Our focus will be to promote people's independence so that they can live more fulfilled enjoyable lives with strong links to their local community.

Where people need support we will make it as easy to access as possible to ensure people get the right support, at the right time and in the right place. This means working closely with local community groups, the voluntary sector, carers and families to provide support to people. To support people to remain living in their own homes, we will work alongside organisations such as health care providers to develop local, community-based support. This includes, wherever possible, reducing avoidable hospital admissions as well as the reliance on permanent residential care.

The type and levels of support people can expect will adapt and change either as their independence increases or where their needs change. We will have conversations about how needs may be best met and to ensure that expectations are realistic.

Nottinghamshire's Adult Social Care offer applies to all adults in Nottinghamshire and in line with the Care Act 2014, applies equally to people who pay for their own care as well as those whose care costs are met by us. This includes, providing advice and guidance, signposting to available resources and assessing care and support needs. We also have a range of materials available to support people who do fund their own care to support them to make well informed decisions about their future.



## Our vision

**For the people of Nottinghamshire to have access to the right support, if and when they need it.**

**For Nottinghamshire County Council to promote people's independence and wellbeing by building new relationships between formal social care, health, housing, and the support that already exists in families and their local communities.**

To make this happen, we have developed some guiding principles that comply with the Care Act 2014, and are key to delivering good quality support to those who need it. By using these principles, we can work with people to help them feel safer and to lead as fulfilling and positive lives as possible.

We will:

- ✓ Promote individual health, well-being and independence
- ✓ Share responsibility with partners, providers, families, carers, friends and the voluntary services in the local community to maintain the health and well-being of people in our communities
- ✓ We will work to prevent or delay the development of care and support needs by providing advice, information and guidance to support independence for all, regardless of their financial circumstances
- ✓ Promote choice and control so people can receive support in ways that are meaningful to them but is balanced against effective and efficient use of resources
- ✓ Work to ensure people are protected from abuse and neglect, and if people do suffer harm we will work with them to achieve resolution and recovery in line with their wishes
- ✓ Provide support that is proportional to people's needs in order to make the best use of resources available



## Key stages in supporting people

This strategy is built around three key stages:

1. Helping people to help themselves
2. Helping people when they need it
3. Supporting people to maximise their independence and then keeping people's progress under review



### 1. Helping people to help themselves

**Connecting people with support and information they can access in their local communities and helping them to make the best use of their existing networks.**

We will make sure that everyone has access to information and advice to support their wellbeing before they need formal social care services. This is a universal offer to all, both state-funded and self-funded.

We will focus on people's skills, experience and networks of existing support and see how these might help in the future.

This involves gaining a good understanding of how people and their families live their lives, what they like doing, what they are good at and what networks of support are already available to them. Finding out what support is already available can help someone to remain independent and stop them entering the social care system earlier than is necessary.

For some people it will be enough to talk through the difficulties they are experiencing, and to assist them to consider support options that might already exist and how they can use them. Some people will need more help and professional advice on issues such as how to get about the house safely or keep themselves active. Others will need information about how to access support already available in the community or from formal social care.

For some people this approach will not be enough; where it's not and more support is needed, we will move to the next step in the framework - **helping people when they need it.**

### 2. Helping people when they need it

**Working with people in a timely way and supporting them to make their own decisions about short-term support to restore, maintain or enhance their independence.**

People often approach us for help when they are desperate or in crisis. We will act quickly to help prevent the situation getting worse. We will help them through the time of crisis and then work with them and their families when things are more stable to consider what, if any, ongoing or long-term needs require support.



During times of crisis, we will avoid conversations about long-term resolutions such as using residential care homes following a stay in hospital. Instead we will ensure people are informed and aware about the options available to them that might help them regain their independence and live at home.

Equally, we will still look at short-term options when people are not in crisis. Some people only need help over the short term to regain their independence and we will work with them to achieve this. By avoiding making long-term decisions too soon we can avoid the risk of inadvertently reducing someone's independence instead of promoting it.

We will look to agree some short-term approaches that might only involve a few weeks of support until people feel confident and able to go forward with fewer or no formal interventions.

For people with continuing needs, we will look at ongoing support but will still start by first considering all options for one-off or short-term support.

By working with people to help themselves and putting support in place for short periods, we can start to build a more personalised offer to the individual and help address their specific needs.

### 3. Supporting people to maximise their independence and then keeping people's progress under review

**Working with people in a personalised way to set achievable goals to promote independence and wellbeing. We will help people achieve what is important to them by keeping progress under active review.**

#### Supporting people to maximise their independence

Even after working with people to help them help themselves by identifying available community resources and trying some short-term options such as reablement and enablement or rehabilitation, some people will still have needs that require a longer-term solution.

We will look at what might be needed in the longer-term, whilst remembering **the purpose of any support will be to restore, maintain or enhance people's independence**, helping them to live as settled and fulfilled a life as possible.

A support plan is the tool used to set goals to promote independence and wellbeing. By understanding what people want to achieve and setting short-term goals to help them get to where they want to be, the right balance can be achieved between support for as long as is needed and increasing people's abilities and independence over time. This means we will have open conversations with people about their support and the aim might include reducing this over time, if and when they regain or return to independence.



### **Keeping people's progress under review**

It is really important when working with people over the longer-term to help them achieve what is important to them. We will do this by making sure we keep their progress under review.

We will ensure that people who have the potential to be more independent will be given the support to help make this happen working with them to help achieve their personal goals.

We will have conversations with people, carers and families about their aims for the future and expectations about ongoing formal social care. This includes how we can work together and share responsibility with them and other providers in meeting their needs.

We will ensure support is appropriate to peoples' needs and for those people who contribute towards the cost of their care we will ensure you are only paying for what is required. We will also work with people so they are informed about any benefits they are entitled to.

We will use our professional knowledge and experience to determine when it is the right and safe time to conclude support, including when formal support starts to inhibit peoples' independence. We can do this by helping people to set their ambitions for what their life could be like in the future and to identify realistic steps to achieve this.

### **In summary**

Our purpose is to help people to promote their independence and wellbeing. This document sets out how we will work with people to achieve the outcomes that matter to them in their life.