

The Adult Social Care Strategy

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**Nottinghamshire
County Council**

Agenda

- Provide an update on work so far on the ASC Strategy
- How can we share these messages with other Members and support them in providing advice and information about social care?
- Next steps for phase 2 of the ASC Strategy

The Adult Social Care Strategy

The Strategy was approved by full council in March 2014

It was in response to:

- Changes in legislation, Care Act and DoLS
- Increase in demand, ageing population, increased levels of complexity
- Reductions in funding

The Strategy sets out in an open and transparent way, how we will target support to people who will benefit the most.

We will promote individual health, well-being and independence



We will share responsibility for maintaining the health and well-being of people in our communities with families, carers, friends and other organisations



We will work to prevent or delay the development of needs for care and support by providing advice, information and services that support independence



We will promote choice and control so people can receive support in ways that are meaningful to them, but will balance this against the effective and efficient use of our resources



We will work to ensure people are protected from significant harm whilst allowing people to take risks



We will always seek the most cost effective way to provide support, in order to ensure we can continue to meet the needs of all people who are eligible for care and support



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Key Principles

What does this mean?

- Promoting independence to manage demand and maximise opportunities for independence
- A changed relationship with the public, where we share responsibility for health and social care with individuals, their family and communities
- Working differently with partners to support early interventions – support people in the right way at the right time
- Asking staff to think and practice in new and different ways

Information and Advice

Working with teams to provide the public with timely advice about support available.

Examples:

- The Customer Service Centre receive on average 6,400 enquiries a month regarding social care, 52% of these are resolved by providing information and advice during the customers first contact with Nottinghamshire County Council.
- Notts Help Yourself has been relaunched, the website receives 91,000 hits per month and new developments include the facility to have useful telephone numbers or website details found sent to the customer's mobile phone. In addition to customers using Notts Help Yourself to self serve, training has been delivered across all teams to ensure there's a consistent approach to providing information and advice and we are now looking to roll this out to key partners such as district and borough Councils.

Promoting Independence

Working with people to help them live independent lives in the community.

Examples:

- Commissioned the Connect Service and other prevention services. In the first six months of the contract with the three providers, 1300 referrals have been made from various sources. The providers have started to generate some positive case examples of their work with people to reduce loneliness by focussing on connecting people with local resources
- Greater focus on identifying and using community solutions for people's social care needs where these are available and appropriate
- Increased use of Equipment and Assistive Technology to keep people in the community for longer- Nottinghamshire Help Yourself includes a directory of equipment which people can access themselves

Short Term Care

Supporting people at the right time in the right way to regain their independence but without the need for long term social care involvement where it can be avoided.

Examples

- Always seeking short term solutions before making long term plans especially following hospital discharge
- Quicker reviews following hospital discharge – aiming to review everyone who leaves hospital after 2 weeks.
- In Nottinghamshire we have one of the highest figures for keeping people at home after reablement.

Self Funders

Providing the same offer to self funders so they are informed and in control of the support they need and are aware of the options so they can plan for the future.

Examples

- Having conversations with Self Funders earlier.
- Encouraging them to explore the alternatives to residential care to get the best possible outcome for them
- Being upfront with them about what the council will fund when they are no longer self funders
- Providing independent financial advice through Age UK

Alternatives to Residential Care

Moving way from traditional models of residential care to more modern and flexible alternative.

Examples

- Support to stay in the Community
- Extra Care Housing
- Shared Lives

Ways of working

Given the limited funds and the number of people requesting support, it is more important now than ever before that we are smart about how we work.

This means:

- Offering self service and online services e.g. Carers Assessments.
- Gathering as much information over the phone as possible, this may mean a full assessment can be completed by phone.
- In practice, the earlier resolution of social care needs is good for the customer who gets their solution more quickly but also for the council as it helps to use resources more efficiently and target those who need them most.
- Inviting people to attend clinic appointments where they can get to GP appointments
- Staff utilising tools such as their ThinkPad and the scheduling system to reduce admin and travel time.

How are we sharing these messages....

With the public:

- Public Leaflet
- Nottinghamshire Help Yourself
- Customer Service Centre
- Social Care Videos
- County Life articles

How are we sharing these messages....(cont)

With the workforce:

- E-learning
- Promoting Independence Events
- Weekly updates
- Monthly locality meetings
- Team Meetings
- Charter postcards and stickers
- Social Care Videos

How are we sharing these messages....(cont)

With Health and other partners:

- Health Communication Campaign
- Letters and info to all GP's
- Article in CCG newsletters
- Work with Hospital Teams to promote 'Think Home First'
- Traffic light postcards

How can we support you

- How can we share these messages with other Members and support them in providing advice and information about social care?

What's next? (para. 13-19)

- Proposed second phase of ASC Strategy
 - Support planning
 - Community independence work
 - Improving lives in learning disabilities
 - Building community resources

Recommendations

- BCF report later today covers the resources required to support promoting independence and targeted interventions
- This report seeks agreement for the funding of a 1FTE post for 6 months to do the design and implementation of the transformational work required on improving lives in learning disabilities