



Adult Care Services Three Year Plan 2018 – 2021

Hertfordshire County Council
www.hertfordshire.gov.uk/adults



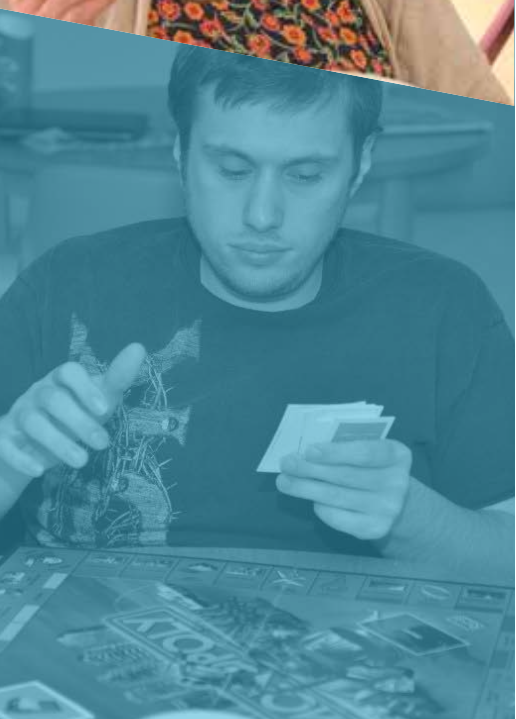
Hertfordshire



INTRODUCTION

This document sets out Hertfordshire County Council's plans for Adult Care Services for the period of 2018-2021. It does not cover 'business as usual' delivery, but instead focusses on key ambitions for each strand of our work and activities that will deliver the greatest impact for Hertfordshire residents.

This plan also fits in with our '15 Year Direction for Adult Social Care' which gives long-term strategic focus to adult care services. The detail of how we will deliver this plan will be in team plans which we'll update each year.



OUR VISION FOR ADULT SOCIAL CARE

- The whole council and our partners in the county work to create a place where people lead healthy, purposeful, self-supporting lives, and so help to prevent and reduce care and support needs.
- People who need care and support will have the same opportunities for a good quality of life as people who do not.
- We will offer services to maximise people's independence and support the freedom to choose, helping people at risk to be safe.
- All care and support will be personalised to the individual and directed by them over their life. It will be based on their own strengths and their connections with family, communities and professionals.



INFORMATION AND ADVICE

What does it mean?

All people in Hertfordshire need good information and advice to help them stay well and independent for longer. When people need care and support, they and their families want good information and advice to get help at the right time.

Within three years we will:

- Develop a new comprehensive set of self-help information for people and families with the NHS
- Work with the NHS to have 'one plan' for people who need both health and social care
- Give people access to their social care record online
- Work with Public Health to improve the physical and mental health of older and disabled people

- Promote apps and new technology to give people information and support in different ways
- Respond to the changes likely to arise from new government legislation for social care

And improving what we already do, we will:

- Protect funding for and enhance our 'Hertshelp' and advocacy services to ensure people get independent advice
- Review our public information offer and act on feedback from people to improve this
- Train our Social Care Access Service staff to give a broader information offer to improve people's satisfaction
- Provide more people with a named social worker who they can contact direct

INFORMATION AND ADVICE TARGETS

How we will measure success	2017/18 performance	2018/19 target	2019/20 target	2020/21 target
We will increase the proportion of people whose enquiries are successfully resolved at first contact (No further services or Signposted)	62%	65%	67%	69%
We will increase people's satisfaction with information and advice	84%	86%	87%	88%
We will increase the number of people accessing assistive technology	7,000	8,050	8,838	12,000
We will reduce the proportion of people contacting us again after receiving information and advice from the social care access service	31%	25%	22%	20%

CONNECTED COMMUNITIES

What does it mean?

Recognising that we depend on each other and we need to build supportive relationships and strong and resilient communities.

Within three years we will:

- Change the way we assess and work alongside people using our new 'Connected Lives' tools
- Develop a new and attractive day opportunities model for disabled people and older people, and their carers
- Promote disability friendly communities to foster more understanding and help people live at home for longer
- Tackle loneliness head-on with people and communities in charge of initiatives in their local area

And improving what we already do, we will:

- Renew our Carer's Strategy with increased outreach work to give carers the best support
- Promote and fund voluntary and community sector schemes that maintain people's independence and prevent the need for social care
- Roll out successful pilot schemes that keep people safe from abuse countywide
- Tap into the wider work of the council to support volunteering and involvement

CONNECTED COMMUNITIES TARGETS

How we will measure success	2017/18 performance	2018/19 target	2019/20 target	2020/21 target
We will Increase the proportion of people who are connected to their local communities again as a result of their support plan.	No Baseline	To be during 2019/20. Requires new data to be collected		
We will increase the 'carer reported quality of life' score as reported via the Adult Social Care Outcomes Framework ('ASCOF')	7.3 (2016-17 Figure)	7.7	Not collected	8.0
We will increase the proportion of adults with a learning disability living in their own home or with their family (ASCOF)	76.1%	77%	77%	78%
We will reduce the proportion of people whose needs are met by admission to residential or nursing care (ASCOF)	Age 18-64 10.2 per 100k	Age 18-64 11.7 per 100k	Age 18-64 11.5 per 100k	Age 18-64 11 per 100k
	Age 65+ 487 per 100k	Age 65+ 505 per 100k	Age 65+ 515 per 100k	Age 65+ 500per 100k

VALUING INDEPENDENCE

What does it mean?

Services that prevent future need, help people get back on track after illness and support people with disabilities to be independent, living purposeful lives with all of the freedoms and opportunities offered by society.

Within three years we will:

- Create a new community health and social care offer for people with complex support needs, helping them stay at home
- Work with District and Borough Councils and housing providers to plan 3000+ more units of supported accommodation, and to support more people to live in mainstream housing
- Use new digital and smart phone technology to develop new opportunities to support people

And improving what we already do, we will:

- Work with health partners to grow the range of services that help people regain strength and confidence after a stay in hospital – getting them home quickly and helping them remain independent
- Expand our range of home improvement, aid and adaptation services that help people adapt where they live so they can stay at home for longer
- Help more disabled people find employment and education opportunities

VALUING INDEPENDENCE TARGETS

How we will measure success	2017/18 performance	2018/19 target	2019/20 target	2020/21 target
We will increase the proportion of adults with a learning disability in paid employment (ASCOF)	6.6%	7.0%	7.5%	8.0%
We will increase the proportion of older people offered reablement services on discharge from hospital	2.5 % (subject to change as based on 2016-17 discharges)	3%	3.2%	3.4%
We will increase the proportion of older people still at home 91 days after leaving hospital with reablement/rehabilitation services (ASCOF)	85.8%	86%	86%	86%
We will reduce the number of people whose discharge from hospital is delayed for social care related reasons (ASCOF)	4.8 per 100k	2.6 per 100k	2.6 per 100k	2.6 per 100k

CARING WELL

What does it mean?

Delivering good quality services that are personalised, address people's wellbeing and keep them safe and resilient.

Within three years we will:

- Develop a new 'crisis' offer to back up families and unpaid carers
- Develop new ways to provide supported accommodation for people with disabilities to have a modern offer that helps people to build skills for independent living

And improving what we already do, we will:

- Promote paid caring as an attractive career option for people who haven't previously considered this
- Continually improve our safeguarding work to ensure people are supported to live safely
- Work closely with GP and other NHS services at a local level to be better joined up
- Work with key partners, including Herts Care Providers Association and the Care Quality Commission, to improve the overall quality of regulated care
- Increase the amount of home care key contracted providers are able to supply

CARING WELL TARGETS

How we will measure success	2017/18 performance	2018/19 target	2019/20 target	2020/21 target
We will increase people's social care related quality of life as reported using the adult social care outcomes framework (ASCOF)	19.3	19.4	19.5	19.7
We will increase the proportion of people who use services who have as much social contact as they would like as reported (ASCOF)	46.3%	48%	50%	52%
We will meet our target for the proportion of clients whose desired outcomes are either fully or partially achieved as part of a safeguarding enquiry	96%	97%	97%	97%
We will increase the proportion of regulated social care organisations in Hertfordshire rated good or above (using CQC ratings)	74%	80%	80%	80%



Connected Lives

Connected Lives is a new approach to adult care in Hertfordshire that underpins everything we do

it applies to social care workers, commissioners and providers. It's about all of us working together to help people achieve what they want to get out of life, and

- Connecting people to people, services, technology, networks, communities, aspiration and real lives
- Helping people manage their own lives
- Reigniting the strength in people so they can be more independent
- Enabling citizenship

We have launched a new approach to social care assessments that places greater emphasis on prevention, enablement and community opportunity. Over the life of this plan we will be working to ensure our staff are well equipped to to achieve excellent practice and that the Connected Lives principles are embedded by care providers in Hertfordshire.

CO-PRODUCTION

Co-production is about developing equal working partnerships between people who have experience of using care services, carers and paid officers; bringing together different ways of seeing things, knowledge and experience to design and help make services better.

In Adult Care Services it means people with a lived experience of care services, their families and carers will be involved, included and work with us to influence the way that services are designed, commissioned and delivered. This will be reflected in our team plans and monitored by our strategic co-production board.

Find out more here: www.hertfordshire.gov.uk/coproduction.





NEXT STEPS

This Three Year Delivery plan runs from April 2018 to March 2021. The plan will inform service plans and individual objective setting, as part of the existing performance management process.

This will ensure that our entire workforce is working to the same ambitious goals, with drive and clarity.



CONTACT US

Call us

For information on how to get care and support contact:

Email: contact@hertfordshire.gov.uk

Telephone: **0300 123 4042**

Textphone: **01992 555506**

www.hertfordshire.gov.uk/contactus

Our website

Information about adult social care – find out about care services, day centres and apply online for meals on wheels or a Blue Badge. You can also comment, compliment and complain.

www.hertfordshire.gov.uk/adults

Hertfordshire Directory

Find national and local community groups, charities, services and activities

www.hertfordshire.gov.uk/directory

British Sign Language (BSL) remote video interpreting service

is available via a link on our website.

Drop in

To your local library – see

www.hertfordshire.gov.uk/libraries

If you need help to read or understand this information

Call **0300 123 4042** if you would like help to understand this information or need it in a different format.

You can also ask to speak to someone in your own language.

Calls to **0300** cost no more than a national rate call to a 01 or 02 number



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