

2021 - 2025

Adult Care Services Plan - SUMMARY



Fiona Day
Hertfordshire County Council
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Introduction

The plan has been co-produced with people who use services and people who support them. It builds on what we already know from previous feedback and engagement over the last year. It does not cover business as usual but focusses on key change and improvement activities for Adult Care Services (ACS) over the next three to four years, to deliver the outcomes that are most important to people.

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.
- Services will maximise people's independence and support the freedom to choose, helping people at risk to be safe.
- 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.

1.1. Underpinning our plan

- Joint working with the NHS: [A healthier future](#)
- **Our Connected Lives principles:**
www.hertfordshire.gov.uk/connectedlives
- ACS 15 Year Vision: [ACS 15 Year Direction](#)
- A commitment to co-production:
www.hertfordshire.gov.uk/coproduction

Co-production is about developing equal working partnerships between people who use services, unpaid carers and professionals; bringing together different perspectives, knowledge and experience to influence the way that services are designed, commissioned and delivered

Our Priorities

In year one, our priorities will be focused on recovering from Covid, embedding what we have learnt and developing new strategies. Years two to five will be about delivering these strategies.



Theme 1

Communication & relationships (including information and advice)

Working together with local people, carers and partners

Creating trusting relationships



Theme 2

Maintaining wellbeing

Connecting people to stay fit and well

Supporting people back to independence

Promoting resilience

Protecting people



Theme 3

Providing care and support

Choice, independence, enablement and citizenship at the heart of everything

Innovative solutions that promote the self-determination, skills and assets of people



Theme 4

Supporting people who look after others (unpaid carers)

Real control and choice

Focus on things that make the biggest difference

Learn from Carers and recognise their commitment



Theme 5

Organisations working together to support people

Use resources efficiently and effectively

Work collaboratively to deliver high quality services

Coordinate services around the person



Theme 1: Communication and relationships (including information and advice)

This priority is about how we work with everyone involved in social care, including local people, carers (family and friends) and partner organisations. It is about information and advice, as well as the way we work with individuals who need care and support and their unpaid carers. We believe in the importance of establishing a trusting relationship with people as partners in their social care journey.

We will do this by:

- having the right people working across social care to work in partnership with people to deliver good services and information and advice (Workforce Strategy)
- improving the paying for care information and the way people experience being financially assessed and charged for their care
- improving information and advice and how people can access it
- developing co-production across all services
- putting in place new arrangements for contacting or re-contacting ACS and making referrals (our front door)

As a result, we expect the following outcomes

- The social care workforce works in partnership with local people from a position of equality, partnership and trust.
- People can see a direct link between co-produced strategies and services.
- The focus is on what people want to achieve, rather than their needs and reliance on services, with an emphasis on local opportunities and resources.
- We communicate clearly and help people understand and access social care (including those who fund their own care).
- People can communicate with us in a way that works for them and only tell their story once.
- There is clear and helpful support on paying for care and wider money issues.



Theme 2: Maintaining wellbeing

This priority is about connecting people with tools, services and other support so they can realise and maintain their potential for staying fit and well, both physically and mentally. We will support people to make a good recovery from illness, bereavement or other setbacks and promote personal resilience. People will be protected from harm and/or neglect.

We will do this by:

- working in partnership to support the voluntary, community, faith and social enterprise sector (VCFSE) to recover following Covid
- developing, delivering or supporting a range of new strategies and action plans:
 - Voluntary, Community, Faith and Social Enterprise Sector Preventative Strategy
 - Dementia Strategy
 - Hertfordshire Supporting Adults with Complex Needs Strategy
 - Learning Disability Mortality Reviews (LeDeR) 2021 policy
 - Domestic abuse needs assessment and countywide Domestic Abuse Strategy
 - Sensory Strategy Action Plan
 - Whole Housing Approach pilot
 - Tackling inequalities
 - Hertfordshire Suicide Prevention Strategy
- evaluating our assistive technology pilots and develop our assistive technology offer
- improving employment opportunities for adults with disabilities

As a result, we expect the following outcomes

- Through a productive and valued partnership, community groups and volunteers are supported to operate safely and recover from the impact of Covid.
- Wellbeing services are available to people to support them stay fit, well and self-reliant and outcomes are consistent across integrated services.
- People have a range of options (online and in-person) with joined up support before they reach crisis point.
- Loneliness and isolation are reduced.
- People feel safe and victims of domestic abuse get the right help at the right time.
- People's cultural needs are reflected in their care and support and inequalities are recognised, addressed and reduced.



Theme 3: Providing care and support

This priority is about putting choice, independence, enablement and citizenship at the heart of our work with people that enables them to live their lives to the full, taking a proportionate approach to risk. It's about emphasising people's self-determination, skills and assets in every conversation and contact and prioritising the things that are important to them.

We will do this by:

- working with and monitoring care providers to ensure they provide safe, high quality, effective and sustainable services
- continuing to develop social care practice by embedding Connected Lives across the workforce
- reviewing and improving how we carry out safeguarding of adults and apply mental capacity legislation
- planning to increase extra care and nursing home places and transform council in-house supported living, short breaks and day opportunities services
- implementing our direct payment strategy action plan

As a result, we expect the following outcomes

- Care and support is personalised and based on what a person needs and wants to achieve, the outcomes that are a priority for them – however care is funded.
- People are supported and enabled to recover after Covid and to address mental and physical challenges.
- Services are prepared for winter pressures and any increase in Covid infections with flexible and responsive services.
- Partnership working and data sharing means care is joined up and centred around the person.
- We are open about 'value for money' and personal budgets are based on the most cost-effective way of achieving what people want to get out of life.
- People with disabilities are supported to overcome barriers to employment and volunteering.
- Transition and changes in care are seamless.



Theme 4. Supporting people who look after others (unpaid carers)

We will continue to deliver the Carers' Strategy, working with unpaid carers and the people they care for to have real control and choice over how they are supported. We will focus on the things that make the biggest difference, so carers feel respected and heard, as carers and partners in care and experts in the needs of the person they care for. We will learn from carers about the impact of caring during Covid. In response to the immense commitment shown by carers we will endeavour to work co-productively to take forward their priorities and actions.

We will do this by:

- supporting carers through Covid and recovery, learning from its impact to shape future ways of working with carers
- a refresh of the multi-agency Carers' Strategy under the direction of the Carers' Co-production Board
- evaluating the Connected Lives approach for carers
- meaningful delivery and implementation of the revised Carers Strategy

As a result, we expect the following outcomes

- Learning from unpaid carers' experience of caring through Covid is integral to the design of future ways of working with and for carers and new outcomes may be identified from the revised strategy.
- Unpaid carers are able to contribute to assessments, care planning and reviews alongside the person they care for.
- Based on the existing Carers' Strategy outcomes we expect that unpaid carers:
 - are supported to carry on caring if they want to
 - get good quality information, advice and advocacy when they need it
 - are recognised, feel respected and heard as carers and partners in care, and experts in the needs of the person they care for.
 - have a life outside of and after caring, including working or volunteering if they want to and can fully access their local community and local services
 - stay mentally and physically fit and healthy
 - are safe and feel safe
 - can access full benefit entitlements and financial advice
 - receive consistent joined up services



Theme 5. Organisations working together to support people

This priority is about ensuring that all organisations involved in social care in Hertfordshire, including health, local councils, key partners and care providers work together to support people with services that are good quality, good value and joined up. People are supported through complex systems to achieve the things that are most important to them. This includes using resources efficiently and effectively, avoiding unnecessary duplication, addressing gaps in services and continuously improving the way people are supported.

We will do this by:

- co-producing monitoring arrangements for this plan and the Local Account
- working with the NHS and partners to support people who are frail including a new approach for people with Learning Disabilities
- working with all partners on key areas of work around preventable admissions to hospital, discharge to assess and urgent emergency care (including single point of contact for discharges), frailty and care homes (including falls) and prevention of admission (and early intervention and reablement) and community services including social prescribing.
- addressing areas of inequality such as economically induced health inequality, digital exclusion, fuel poverty, food insecurity amongst adults, and the training needs of front-line staff in benefits awareness.
- preparing for social care funding reform
- responding to joint priorities and actions as equal partners with the NHS in the Integrated Care System (ICS)
- working with local councils to deliver a range of accommodation options for people with care and support needs

As a result, we expect the following outcomes

- Improved population health, less inequality and overall improved wellbeing.
- Co-production is embedded in ACS when there are changes that affect people who use services and their unpaid carers.
- People can be confident that we are doing what we said we would.
- Services and support (digital and in-person) will be joined up and designed with the person and integration at the centre.
- Enhanced productivity and value for money.
- We will work with the wider council and partners to ensure Hertfordshire's communities and infrastructure support people's wellbeing, are "disability friendly" with accessible transport links and increase the number of suitable places to live for those with care and support needs.
- Hertfordshire will be an attractive and affordable place for the social care workforce to live and work.

Key areas of work for delivering the plan

The actions needed to deliver the outcomes in the plan are managed by a number of programmes. These include:

<ul style="list-style-type: none"> • Connected Lives Gateway Programme 	<ul style="list-style-type: none"> • Day Opportunities Transformation
<ul style="list-style-type: none"> • ACS Workforce Strategy 	<ul style="list-style-type: none"> • Covid operational recovery and resilience
<ul style="list-style-type: none"> • Carers' Strategy 	<ul style="list-style-type: none"> • Connected Lives phase 2
<ul style="list-style-type: none"> • Voluntary Sector Prevention Strategy 	<ul style="list-style-type: none"> • Dementia Strategy development
<ul style="list-style-type: none"> • Adult Disability Service Community Opportunities Strategy 	<ul style="list-style-type: none"> • Sensory Strategy Action Plan implementation
<ul style="list-style-type: none"> • ACS Diversity and Inclusion Strategy and Action Plan 	<ul style="list-style-type: none"> • Integrated Care Programme
<ul style="list-style-type: none"> • Ways of Working and staff engagement 	<ul style="list-style-type: none"> • Liberty Protection Safeguards implementation
<ul style="list-style-type: none"> • Commissioning plans and market position statements 	<ul style="list-style-type: none"> • Preparing for legislative change

Measures

We will measure our performance using a combination of data we collect in our day to day work with people, feedback we get (for example via comments, compliments and complaints) and surveys we ask people to complete. The government requires us undertake some of these measures so they, and we, can see how different local authorities' performance compares. This is called benchmarking. The **Local Account** lets people know how we have performed. Using co-production, we will improve the way the local account shows the difference that the things we do make to people's lives. View the Local Account at www.hertfordshire.gov.uk/local-account