

Adult Services and Wellbeing Strategy 2024 - 2027



Supporting People to Live Their Largest Life

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INTRODUCTION

Foreword from Calderdale Council's Cabinet Member for Adult Services and Wellbeing, Cllr Diana Tremayne and Cath Gormally, Director of Adult Services and Wellbeing

Our vision for adult social care is to support people to live their largest lives by building on their strengths, social networks, and community connections equitably and responsively. We want people who use adult social care services, and those who may use them in the future, to contribute to positive change in the way services are provided. to promote health, wellbeing and independence.

This strategy sets out our vision and plans for how we will work with people, communities and partners in Calderdale to deliver our priorities for Adult Social Care.

This is a key, live document that will support and steer the work of the Adult Services and Wellbeing directorate in providing high quality information, advice, support and services to the residents of Calderdale. The focus on the great strengths and assets of the diverse people and communities in our borough will support resilience, independence, kindness and fulfilled lives.

This strategy should be read alongside other key documents and strategies including:

- ✓ Our Local Account
- ✓ Our Prevention and Early Intervention Strategy
- ✓ Our Social Care Practice Framework
- ✓ Our 8Ps Strengths-based Practice Model
- ✓ Our Quality Assurance Framework
- ✓ Our Integrated Quality Strategy
- ✓ Our Quality Assurance Framework for Commissioned Care Providers
- ✓ Our Commissioning Strategy.

Our core purpose is to support people to lead their largest lives in a place they call home, by putting people at the heart of everything we do, working with them to co-produce change wherever we can and by always focusing on the strengths of our residents and of our amazing communities.

This includes promoting people's wellbeing, preventing or reducing and delaying the need for care and support.

OUR STRATEGY



The voices of people who draw on care and support, their carers, and the organisations that support them are at the forefront of this strategy. Their knowledge and experience will continue to influence and drive what we do and how we do it, creating a shared vision for our goals.

There is so much to celebrate in the borough of Calderdale. We have strong foundations on which to build, and we are positive, hopeful, and ambitious for the future. We are proud of our commitment to strengths-based practice and approaches, and we actively promote people's individual and community strengths and assets. We recognise and celebrate the assets in our local communities, and we want to work alongside our communities to harness local skills and resources to build resilience, independence, kindness, creativity, and ambition together.

We will continue to seek ways to improve access and support for people, whilst always keeping them at the centre of decision-making, and co-producing developments whenever possible. We are working to promote equality, diversity, and inclusion, so that everyone has equal access to opportunities and support to live their 'largest life'.

We work closely with our partners to integrate and align our services where it's the right thing to do, to ensure the best health and social care outcomes for people.

WHAT IS ADULT SOCIAL CARE?

Adult social care is delivered by a wide range of organisations and professionals, and within families and communities. It covers personal and practical support for adults who need extra support to live a long and healthy life, free from harm, with independence, dignity, and respect, at home.

Calderdale Council is responsible for identifying and understanding people's needs under the Care Act and for helping to ensure those needs are met. Services can be delivered by the Council, private and voluntary sector organisations, and family and friends who are providing informal care, helping people to make connections in their community and to do as much as possible for themselves. Important pieces of legislation include: the Care Act 2014, the Mental Health Act 1983, and the Mental Capacity Act 2005. The principles of the Care Act 2014 include:



NATIONAL SITUATION

National Plans for Adult Social Care

Government plans for adult social care have undergone several changes in the last decade. The former plans on reform of Adult Social Care have been paused pending a Royal Commission into the future of Adult Social Care.



Need for Adult Social Care is Growing

Estimates predict that at least 1.7 million more adults will require social care over the next 15 years, which could require an increase in the social care workforce to between 2.1 million and 3.1 million by 2025.



National Workforce Pressures

The total number of adult social care posts in 2021/22 was 1.79m. 1.62m of these posts were filled by a person (filled posts), and 165,000 were posts that employers were actively seeking to recruit somebody to (vacancies).



LOCAL SITUATION

1

The net budget for Adult Services and Wellbeing in 2024-25 is £83.750m

2

At the end of March 2023, 2488 people were receiving long term services, a further 1179 received short term support during 2023/24.

3

62% of people in receipt of long term services for 12 months or more were reviewed in 2023/24.

4

521 Carers supported by direct payments.

5

CQC has rated 75% of our Care Homes as good or outstanding, and 70% of our community-based care locations rated good or outstanding.

OUR WELLBEING PRINCIPLES

These principles are aligned with our Adult Social Care Co-production Strategy and serve as a benchmark against which residents, people who use our services, and their carers can measure our performance.



1
Listen to you and involve you in what we do and how we do it.



2
Work with you to strengthen your sense of safety, wellbeing and belonging.



3
Be clear about the choices you have and the support available to you.



4
Offer the right support at the right time, based on your strengths and what's most important to you.



5
Improve the quality and consistency of services and continue to celebrate success.



6
Support you to connect to local voluntary and community groups and to continue supporting and learning from each other.

OUR KEY PRIORITIES

1

We will ensure our services are safe and effective.

- We will work with people, their carers/families, our partners, and providers to ensure that the services we deliver, and commission are safe, effective, robustly monitored, and assured.
- We will listen to people to understand what being safe means to them and collaborate with our partners to achieve this.
- We will ensure relationships are in place between education, health, and children's services to ensure safe discharge from hospital and strong preparation for adulthood.
- We will support our staff to continue to provide excellent social care by ensuring they are skilled, confident and productive.

OUR KEY PRIORITIES

2

We will advise and support people to maximise opportunities to be independent and resilient.

- We will always focus on the strengths and assets of residents and communities, including through our 8Ps strengths-based practice model.
- We will take a whole-family approach where it is right for the person and family.
- We will help people to gain or regain skills and independence, making it as easy as possible for people to get help quickly before needing to use formal services and to remain safe at home.
- We will explore opportunities to enable people, carers, and the social care workforce to understand the benefits of assistive technology.

OUR KEY PRIORITIES

3

We will work with communities to build trusting relationships.

- We will work with our communities to focus on empowerment, resilience, innovation, and kindness.
- We will co-produce changes with residents and our staff including through our Community Voice and Carer's Voice groups.
- We will work with communities to help people earlier, empowering people to find trusted help and support locally, from a range of sources.
- We will actively seek information about people most likely to encounter inequitable experiences or outcomes and tailor care and support accordingly.

OUR KEY PRIORITIES

4

We will promote choice, control and person-centred support.

- We will ensure our initial contacts, assessment, support planning, care provision, reviews and all our safeguarding arrangements keep the person at the heart of everything we do.
- We will value and reflect the diversity of our community in our workforce and work hard to ensure we represent our communities.
- We will work towards an inclusive and equitable culture by embracing Diverse by Design and challenging ourselves through self-assessment, learning from audits, complaints, and compliments and from individual feedback and self-reflection.
- We will ensure our approach to charging fees and contributions for adult social care services is in line with national guidance.

OUR KEY PRIORITIES

5

We will work closely with our partner agencies and VCSE sector.

- We will work hard to embrace our duty to collaborate and work in partnership so that our services work seamlessly for people. We will share information, learn with partners, and collaborate for improvement.
- We will support more people to stay in their own homes, building on work with partners to improve support when people leave hospital and timely access to adaptations, equipment, and technology.

OUR KEY PRIORITIES

6

We will provide timely and accessible information, advice and signposting.

- We will provide a range of accessible and inclusive information, guidance and advice to ensure effective and open communication to support our residents.
- We will build, launch, and continuously improve our bespoke Adult Services and Wellbeing Advice and Information website, which will feature a comprehensive directory of services. You can find this resource at www.calderconnect.org.
- We will promote digital inclusion for people who require care and support by leveraging technology to improve health and wellbeing management, maximise independence, improve choice, and reduce social isolation.

DELIVERING OUR VISION

To achieve our vision and ambitions for adult social care, we will work differently with the people we support and their carers, we will:



Start every conversation with the focus on the person's strengths (what they can do) and what outcomes they want to achieve to live the life they choose. Work closely with the person to build trusting working relationships supporting them to meet their desired outcomes.

Continue to find new and innovative approaches to support people, ensuring care and support is always personalised. Continue to learn from feedback from adults and carers whilst working together to further develop and improve services.

Regularly monitor the outcomes people have said they want to achieve, to enable them to live their best life.

Thank you for taking the time to read
our Adult Services and Wellbeing
Strategy.
