# Transforming Social Care
# Why the need for change?

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# Why the need for change?

**"..the most exciting development in public services?"**

## Social care faces **new challenges**

- People are seeking **more control** over their lives
- People are seeking **choice and participation**
- **Co-production** is the future of service delivery across the public sector

## Change is now more **urgent** than ever

- In twenty years, the number of people over 85 will double and the number of people over 100 will quadruple
- Disabled people are living longer, with projected number of disabled adults at 8.6 million in 2041, an increase of 2.9m over 2007
- Social care faces a **funding gap of £11bn by 2026**

***Transformation* is a response to these challenges**

# Self directed support and Transforming Adult Social Care

- Grew out of a small movement in Learning Disabilities and the scope is continually growing

- Empowering people who use social care, regardless of their level of need, with the choice and control over how that support is delivered

- Giving people the money that we currently spend so that they can decide for themselves how they think it will improve their life

***". . .mobilise the intelligence of thousands of people to get better outcomes for themselves and better value for public money"***

**(Charlie Leadbeater, Making it Personal, Demos Jan 08)**

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# The Benefits of Self Directed Support

- **Benefits for service users**
  - Improved outcomes for individuals
  - Increased choice and control
  - Access to a broader and more innovative range of services and support
  - A shift in power from the local authority to the individual
  - Greater flexibility
  - A more equitable allocation of provision in time
- **Benefits for the Council**
  - Helping people to get the life they want
  - Increasing transparency of resources and budgets – a fresh look

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# Definitions

The process by which state provided services can be adapted to suit **the people who use them**

Personalisation

Self directed support and funding

Support that is determined and controlled by **the service user**, based on an assessment of need and clear outcomes

Individual budgets

Personal budgets

Like an IB but solely made up of social care funding

Direct payments

An indicative amount of money that can combine several funding sources that **you** can use to purchase services, from the public, private or voluntary sector

A cash payment paid directly to **you** so you can acquire your own services, rather than having them delivered by the council

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# The new model makes sure that citizens are supported to make the right choices

| | Challenges | Management mechanisms |
|---|---|---|
| Citizens | Ensuring that the spending is always appropriate to improve citizens outcomes | ➡ Social workers retain a key role – working **together** with citizens to **design** the appropriate support arrangements and **monitor** its effectiveness |
| | Making sure that citizens are protected | ➡ In addition to monitoring by social workers, there is a significant review underway of the **regulatory regime** for care providers |
| | Managing the impact of the change on citizens | ➡ Current service provision will not suddenly stop with the introduction of personalised services – **citizens will retain control** of the pace and scale of change for them |

Putting citizens in control does not mean they are left to their own devices

# *Transformation* will deliver wide social change

## The transformation will deliver better outcomes for everyone

### Happier and healthier citizens

- With a more flexible service, we will be able to offer support earlier to prevent long-term disability

### More engaged local communities

- Empowering local user-led groups and champions to change the service provided is key to the overall strategy

### Fairer society

- For the first time LA-funded service users will have all the options of self-funders
- A more flexible service will accommodate diversity and difference

## Members have a crucial role to play in supporting the change

- Help drive social care transformation as a **key local priority** by developing a clear vision and setting direction
- Engage with service users and the third sector to **manage concerns**
- **Encourage partnership working** in the local area
- Publicise and **celebrate success**

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# Angela

Angela is a beautiful, determined young woman who is 24 years old.

Angela was very clear that she did not like college and also did not want to go to the Day Centre. Angela and her family spent 3 days working on the start of her Person Centred Plan.

One of the facilitators gave Angela his camera to try out and it soon became apparent that she not only loved using it but had a great talent in this area of work. Ali took 170 images, and everyone seeing them thought they were outstanding.

Angela with the support of her family decided that she wanted to be a photographer. She now has a Direct Payment, and uses some of the supporters she now employs to help her support her to develop her career as a photographer.

Angela takes great pride in her photographs. She says “I like taking photos. My favourite photos are of the trees and the beach babies. Taking photos is fantastic.”

# Kathleen

- *Kathleen. been diagnosed with deteriorating  Alzheimer's.*

- Kathleen is aware that on her less able days she cannot direct or ask for support and becomes very agitated around unknown faces. She wants to plan her support for the future in line with her fluctuating condition.
- The biggest challenge Kathleen faced was that her service provider could not guarantee to send the same carer every week due to leave, sickness and availability of staff. This is a significant problem for someone who becomes agitated around strangers and as a result carers were often refused entry. As a result, as well as causing stress to Kathleen, it meant that she was not receiving the services she needed.
- Kathleen decided that the best way forward was to use an individual budget to plan her care to address these issues. She did this by basing her outcomes around recognisable faces, such as family and friends, and in particular having an outcome to encourage social inclusion and interaction in a structured way. This was particularly helpful as she, and her family, were becoming withdrawn and isolated because of her illness.
- Now Kathleen is employing an immediate family member to provide personal care support, meal preparation, domestic support and social inclusion. This means she gets the care she needs and is able to live a more fulfilling life.

# Carol

Carol is a young woman who enjoys being with people, loud music and being part of a drama company. She has high support needs and needs one to one support at all times. Although Carol does not use words to communicate, she was very clear that she did not like going to the short breaks house that she used. From her parents' point of view, it was not working either as they were often getting phone calls and needing to go and bring her home.

**Agreed outcomes**

- Support to set up an Independent Living Trust.
- Carol together with her family chose her Personal Assistant. The person chosen was someone who had worked with Carol in the past and had continued seeing her when she left her job.
- Carol's now supported to live at home, she is happy and content and her parents are confident about her support and can relax and enjoy their breaks.
- When Carol's grandfather became ill, she was able to use her Direct Payment so that she could stay in her home during this difficult time.

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# Richard

- *Richard is a 40 year old Physical Disabilities service user from Manchester. This is his story in his own words.*

- My name is Richard and I am 40. In 1992 I incurred a sports injury while at a Judo Dan grading, the extent of my injury was C5/C6 complete Tetraplegia (spinal cord injury). It was 16 months before we left the spinal unit to start the journey of learning to rebuild our lives.
- In the following years I had to combat chronic 24 hours a day pain which led to time spent in the Oxford Pain Clinic combating chronic neurological pain. In all the years I was completely dependent on my wife for my personal care.
- I am now in receipt of an Individual Budget (IB), and this enables me to employ a personal assistant for 37 hours per week with a part timer to fill in when necessary. My PA is employed to assist me in my physical/social needs while my wife goes out to work.
- My IB has been life changing for both myself and my wife. Before my IB my wife cared completely for my every need and was unable to pursue her own career and this lead to low income and stagnation.
- Since I started to take control of my life through my IB, my wife has pursued a very successful career. I am now in a position to make choices in life, and can pursue a normal lifestyle.
- I can now look forward to the future with confidence and I'm able to focus on improving the quality of my life that gives me back control and ultimately my independence.
- My IB means that I can be flexible it allows to plan for the future and pursue options I may not have thought possible before. This has resulted in three very happy people, my wife, my PA and especially myself.

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# Summary

- Need to recognise that the impact is broader than just Social Care and its success is dependent on everyone
- The message is both simple and complex – it will take time to do, but it's the right thing to do
- Better outcomes for residents– more flexibility to work with people who use services to do what they think and know will improve their lives.

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# For More Information - Contact Details

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