Making it Real in Dudley

Transforming adult social care together

Action Plan October 2012

Having clearly established the starting point for future transformation in the borough we developed our Making it Real action plan. The action plan takes the "I" statements from the national making it Real document and based upon the local account, service priorities and the impact change solutions report identifies key deliverables for forthcoming change.

Theme	"I" Statements	In Practice	Making it Real in Dudley – We will:

1) Information and Advice: having the information I need, when I need it	"I have the information and support I need in order to remain as independent as possible." "I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date." "I can speak to people who know something about care and support and can make things happen." "I have help to make informed choices if I need and want it." "I know where to get information about what is going on in my community."	Trusted information sources, are established and maintained that are accurate, free at the point of delivery, and linked to local and community information sources. Information must be accessible and in appropriate formats Skilled and culturally sensitive advisory services are available to help people access support, and to think through support to think through their options and secure solutions. A range of information sources are made available to meet individual communication needs, including the use of interactive technology which encourage an active dialogue and empower individuals to make their own choices. Local advice and support includes user led organisations, disabled people's and carer's organisations, self-advocacy and peer support. Local, consistent information and support that relates to legislation around recruitment, employment and management of personal assistants and other personal staff is available.	Develop the Council website, communications tools and Dudley Community Information Directory (DCID) to reflect a broad range of community capacity and emerging models of care and support Ensure that all user led organisations, disabled people and carer's organisations, self-advocacy and peer support groups are accurately included on DCID. Put systems in place to ensure all publicly facing information is checked and updated annually. Urgent items will be managed swiftly. Build on existing knowledge and experience of the Access Centre and Library staff to provide public access points across the borough that support first contact. Through affective signposting reduce the number of people who repeat contact or inappropriately go through to a social worker Ensure that all public information will go through a readers panel Through an initial workshop and subsequent review programme ensure DP orgs provide applicable consistent info

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2) Active and supportive communities: keeping friends, family and place	"I have access to a range of support that helps me to live the life I want and remain a contributing member of my community." "I have a network of people who support me – carers, family, friends, community and if needed paid support staff." "I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities." "I feel welcomed and included in my local community." "I feel valued for the contribution that I can make to my community."	People are supported to access a range of networks, relationships and activities to maximise independence, health and well-being and community connections (including public health). There is investment in community activity and community based care and support which involves and is contributed to by people who use services, their families and carers. Effective programmes are available that maximise people's health and wellbeing and enable them to recover and stay well. Longer term community support and not just immediate crisis is considered and planned for. A shift in resources towards supportive community activity is apparent. Systems and organisational culture support both people and carers to achieve and sustain employment if they are able to work.	Implement a Time banking service Increase the number of people with Learning/ physical disabilities, mental health needs and their carers, in paid employment Work with Transport and travel services to promote accessibility and access Enable people who use services to be central to all change and decision making activity in Adult social care Enable people to be supported within their community by people from their community. We will place people who use services and carers at the centre of our approach to contact monitoring and review. Raise the profile and public awareness of our services that promote peoples independence.

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3) Flexible integrated care and support: my support, my own way	"I am in control of planning my care and support." "I have care and support that is directed by me and responsive to my needs." "My support is coordinated, co-operative and works well together and I know who to contact to get things changed." "I have a clear line of communication, action and follow up."	People who use services and carers are able to exercise the maximum possible choice over how they are supported and are able to direct the support delivered. Support is genuinely available across a range of settings – starting with a person's own home or, where people choose, shared living arrangements or residential care. Processes are streamlined so that access to support is simple, rapid and proportionate to risk. Assessments are kept to a minimum, are portable, where possible, and do not cause difficulty or distress. People, who access support and their carers, know what they are entitled to and who is responsible for doing what. Collaborative relationships are in place at all levels so that organisations work together to deliver high quality support. Support is 'joined-up', so that people and carers do not experience delays in accessing support or fall between the gaps, and there are minimal disruptions when making changes. Transition from childhood to adulthood support services are pre-planned and well managed, so that support is centred on the individual, rather than services and organisational boundaries. Commissioners and providers of services enable people who access support to build their personal, social and support networks.	Provide all ongoing social care support through a personal budget. Ensure that everyone has access to Telecare and equipment through the introduction of a universal offer Review all existing assessments and process associated with the delivery of social care, reducing duplication, ensure information is recorded only once and transferred and that handoffs are reduced to a minimum Give each person formal correspondence detailing the amount of their personal budget and how this was calculated. Support plans will detail any restrictions on budget spend. Make sure each young person has a positive transition. A questionnaire will be developed Each person's support plan must identify how any identified support will increase someone's personal, social and support networks. We will start by introducing people to their neighbours Market position statements will be utilised to evidence our progress in commissioning to meet demand

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4) Workforce: my support staff	"I have good information and advice on the range of options for choosing my support staff." "I have considerate support delivered by competent people." "I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers." "I am supported by people who help me to make links in my local community."	People who receive direct payments, self-funders and carers are supported in the recruitment, employment and management of personal assistants and other personal staff including advice about legal issues. People using council managed personal budgets have maximum possible influence over choice of support staff. There is development of different kinds of workforce and ways of working, including new roles for workers who work across health and social care. Staff have the values, attitude, motivation, confidence, training, supervision and tools required to facilitate the outcomes that people who use services and carers want for themselves. The workforce is supported, respected and valued. There are easy and accessible processes to enhance security and safety in the employment of staff. The formal and informal workforce is increasingly focused on and able to help people build and sustain community connections.	Through an initial workshop and subsequent review programme ensure DP orgs provide applicable consistent info Change our contractual position to enable people with council managed budgets to have the same degree of self-direction as people in receipt of direct payments. Promote and build upon existing PA pool arrangements enabling people to attribute a cost from their personal budget to a PA management arrangement that ensures employed staff are supervised, supported and have opportunities for training and development. In Partnership with Dudley CVS roll out an innovation fund to stimulate and grow personalised care and support. Provide active support to increase the capacity of micro providers alongside achievement of the Gold and Silver Quality Mark. Promote the essential guide to social care to ensure understanding around social care in Dudley

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5) Risk enablement: feeling in control and safe	"I can plan ahead and keep control in a crisis." "I feel safe, I can live the life I want and I am supported to manage any risks." "I feel that my community is a safe place to live and local people look out for me and each other." "I have systems in place so that I can get help at an early stage to avoid a crisis."	People who use services and carers are supported to weigh up risks and benefits, including planning for problems which may arise. Management of risk is proportionate to individual circumstances. Safeguarding approaches are also proportionate and they are co-ordinated so that everyone understands their role. Where they want and need it, people are supported to manage their personal budget (or as appropriate their own money for purchasing care and support), and to maximise their opportunities and manage risk in a positive way. Good information and advice, including easy ways of reporting concerns, are widely available, supported by public awareness-raising and accessible literature. People who use services and carers are informed at the outset about what they should expect from services and how to raise any concerns if necessary.	We will implement Quality of life standards in to all contractual arrangements with social care providers and ensure support plans are supportive of such. Support plans will enable people who use services with support to consider risk in relation to opportunities for independence and quality of life. Enable everyone receiving ongoing social care support to receive a direct payment Undertake a safeguarding awareness scheme across the borough. Provide information throughout the customers experience detailing what people should expect and how to challenge

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6) Personal budgets and self-funding: my money	"I can decide the kind of support I need and when, where and how to receive it." "I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it's my own money, direct payment, or a council managed personal budget)." "I can get access to the money quickly without having to go through over-complicated procedures." "I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this."	Everyone eligible for on-going council funded support receives this as a personal budget. Direct payments are the main way of taking a personal budget and good quality information and advice is available to provide genuine and maximum choice and control. Council managed personal budgets offer genuine opportunities for real self-direction. People who use social care (whether people who use services or carers) are able to direct the available resource. Processes and restrictions on use of budget are minimal. There is a market of diverse and culturally appropriate support and services that people who use services and carers can access. People have maximum choice and control over a range of good value, safe and high quality supports. People who use services and carers are given information about options for the management of their personal budgets, including support through a trust, voluntary or other organisation. Self-funders receive the information and advice that they need and are supported to have maximum choice and control. Councils understand how people are spending their money on care and support, track the outcomes achieved with people using social care and carers, and use this information to improve delivery.	Provide all ongoing social care support through a personal budget Enable everyone receiving ongoing social care support to receive a direct payment Utilise DCID and peer reviews to introduce a customer driven quality ratings system that enables people to make informed choices about their support. Give each person formal correspondence detailing the amount of their personal budget and how this was calculated. Support plans will detail any restrictions on budget spend. Change our contractual position to enable people with council managed budgets to have the same degree of self-direction as people in receipt of direct payments. Make sure any contractual agreement with a provider enables a person to direct their support within the value of their budget. Make sure someone is as independent as possible before calculating a Personal Budget