

Care Act 2014

Information and Prevention In a nutshell!

A warm welcome from:

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This session today covers:

- Information and Prevention
- Factsheet 1 & 14

Information information information

Without it, how can people be truly at the heart of decisions?

Information should be available to all regardless of how their care is paid for. There are some things that should be universal - information is one of them.

Duties and Responsibilities

The Care Act 2014 places a duty of responsibility on local authorities for

- Prevention, information and advice
- Shaping the market of care and support services

What role do local authorities play in care and support?

Under the Care Act, Dudley Council will take on new functions:

This is to make sure that people who live in Dudley borough:

- Receive services that prevent their care needs from becoming more serious, or delay the impact of their needs
- Can get the information and advice they need to make good and informed decisions about care and support
- Have a range of high-quality care providers to choose from

However... Dudley Council does not have to provide all elements of information and advice relating to care and support

But, they have a real duty to make sure it is available

This means they are expected to:

- Understand, coordinate and make effective use of all the information and advice resources that are available
- Think about how they are reaching out and joining up with other providers of information and advice, to ensure that it is clear and relevant
- Signpost or refer people to relevant independent sources of information and advice

Information for all!

Dudley Council also has to ensure that information and advice is open to everyone who would benefit from it.

This means they should ensure that:

- There are a range of ways that people can access accurate and up to date information
- Staff are aware of accessibility issues and are appropriately trained
- Websites meet accessibility standards
- Printed materials are clear and in plain English
- Materials are produced as necessary in easy read versions

How will the Act help prevent people developing care and support needs?

The Care Act will improve people's independence and wellbeing

It makes clear that local authorities must arrange services that help prevent or delay people deteriorating and needing ongoing care and support

Dudley Council will have to consider:

- Services, facilities and resources already available
- How these help local people
- Gaps in service for people with care and support needs
- Support needs of carers

Dudley Council should also provide a range of services which are aimed at reducing needs and helping people regain skills such as after a spell in hospital. They should work with other partners, including Dudley Group NHS Foundation Trust and Dudley Clinical Commissioning Group, to think about what types of service local people may need now and in the future.

How will the Act improve information and advice?

Dudley Council will need to:

Provide comprehensive information and advice about care and support services in Dudley borough.

This will help people to understand how care and support services work locally, the care and funding options available, and how people can access local services.

The Act clearly sets out that Dudley Council must provide information on care and support around:

- what **types of care** and support are available – e.g. specialised dementia care, befriending services, reablement, personal assistance, residential care etc
- the **range of care and support** services available to local people i.e. what local providers offer or certain types of services
- what **process local people need to use** to get care and support that is available
- where local people can **find independent financial advice** about care and support and help them to access it
- how people can **raise concerns** about the safety or wellbeing of someone who has care and support needs

How will the Act improve the range and quality of services available?

The Care Act requires Dudley Council to:

- help develop a market that delivers a wide range of sustainable high-quality care and support services that will be available to their communities.
- When buying and arranging services, Dudley Council must consider how they might affect an individual's wellbeing.
- Work with local providers, to understand what services are likely to be needed in the future, and what new types of support should be developed.

Listening to local people!

The Care Act says that local authorities should:

Engage with local people about their needs and wishes and are required publish information on how they plan to do this.

False or misleading information...

“ Any public statement made by a healthcare organisation about its performance must be truthful and not misleading by omission ”

Francis Inquiry Recommendation 177

The Francis Inquiry found that false or misleading information, such as inaccurate statements about mortality rates, allows poor and dangerous care to continue.

- The Care Act makes it a criminal offence for care providers to give false or misleading information.
- Those who do can be prosecuted. This will give people more confidence in the information they receive from the NHS and will make the NHS more open, honest and accountable.

Link to legislation:

Type into Google: Care Act false or misleading information or follow this link:

<http://www.legislation.gov.uk/ukpga/2014/23/part/2/crossheading/false-or-misleading-information/enacted?view=plain>

In a nutshell - the Care Act outlines that:

A wider range of good quality services will give people more control and help them to make more personalised choices of their care. They should therefore get better care that works for them.

Workshops...

Your thoughts: Concerns / Opportunities

What concerns and what opportunities can you see with the introduction of this element of the Care Act

Moving forward

Improving lives

What needs to be put in place for this part of the Care Act to really improve people's lives in Dudley borough