Hello,

We (Kent County Council) would like to tell you about our strategy for adult social care, ‘Your life, your well-being’.

A strategy is like a plan and tells you what we need to do and how we will do it.

This is a shorter version of our main document. You can read the executive summary and full version on our website.

Difficult words are put in bold. There is a list of these at the end on page 17.

You might need some help with this document.

Please contact us if you would like this document in an alternative format or language.

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Foreword

By Councillor Graham Gibbens
Cabinet Member for Adult Social Care and Public Health and Penny Southern, Corporate Director for Adult Social Care and Health

People are living longer now than ever before.

This is good news. But it means people need more care and support.

There is more need for services.

But less money to go around.

To make sure we can continue to give people the right services we need to bring together our ideas for the future.

This document tells you about our ideas over the next 3 years, and the vision we hope to achieve.

We want people to ‘improve or keep their well-being and live as independently as possible’.
Introduction

We help people who have care and support needs.

This includes:

- people with physical disabilities
- people with sensory disabilities
- people with learning disabilities
- older people
- people with mental health problems
- people with autism
- carers
- people moving from children’s to adults’ social care.

How do we support people?

- we talk with people to understand their needs
- we talk to people about how it will be paid for
- we support and arrange it for them.

We will continue to check that everything is going well.
Our vision

We would like people to have good well-being and to live as independently as possible.

We would like people to be fully involved in arranging their care and support.

So they have the best service for them.

We will do this by:

**Promoting well-being**
To support people to look after themselves safely, be independent and part of their community.

**Promoting independence**
Give support for a short time to keep people independent.

**Supporting independence**
Give ongoing support when people need it. Where possible keeping them in their own home.
These are some of the areas which will support our vision.

**Safeguarding - keeping you safe**
Staff will look out for people vulnerable to abuse.

**Workforce - getting the right people**
We will make sure staff have the right skills.

**Commissioning - arranging services**
We will make sure bought services are right for people.

**Integration and partnerships - working together**
We will work closely with other organisations so our services are joined up.

By following this we aim to keep people healthy and happy for as long as possible in their own home.
Our values and principles

These statements guide everything we do to provide care and support.

- **Person centred care and support**
  Make sure care and support is right for the person. And they are involved in choosing it.

- **Supporting people to be safe**
  Work with people to manage risk of abuse or neglect.

- **Shared responsibility**
  Work with people to give them the right care and support. So they can do as much for themselves as possible.

- **Prevention**
  Give advice and support at the right time so problems don’t get worse.

- **Quality of care**
  We improve and check that care is always of good quality.
• **Integration**
  We work with other organisations to make sure services are joined up.

• **Account for what we do**
  Be open on how well we are delivering services.

• **Best use of resources**
  We make the most of our resources (money and staff) to do the best we can.
Promoting Well-being

Many people can manage their own care and support needs themselves.

To do this they need good information and advice. This might be on:

- benefits
- community activities
- **home adaptations**
- advice on living a healthy lifestyle
- support with training or employment.

We have lots of good information, but it is not always easy to find.

In the future we want it to be much easier to get the right information.

We want to make sure help is available to support people experiencing things like loneliness or falls at home.

We want to make sure that carers are supported.

We will work with people in the local area to make sure that everyone knows what support is available.
Promoting Independence

Not everyone needs support all the time.

It could be they need support just once or for a few weeks, like learning how to cook a new recipe.

At the moment we have some good short term support available.

We check to make sure people are supported to be as independent as possible.

But there is much more we want to do.

In the future we need to keep checking back with a person to see how we can work together to improve independence.

An example is by using technology such as an alarm that lets people know if someone needs help at home.

We believe ‘your own bed is best’ and people recover more quickly when they are at home.
Supporting Independence

When people need ongoing support we need to make sure their support works to keep them as independent as possible.

People should be able to live in their own homes where possible and be part of the community.

We should try to avoid people going into hospital or care homes unless it is vital.

Some of the things we are doing:

We are bringing services together for young people with care and support needs.

This will give them a better care experience.

People with more complex needs will have one person who will lead on planning their care and be their first point of contact.

There will be more choice for people to live in supported accommodation that better meets their needs.

Nurses, doctors and social care staff will work together so that people only have to talk about their needs once.
Supporting carers

We recognise that most care is provided by family and friends.

Making sure carers are supported is very important to us.

We recognise that sometimes young people or children can be carers.

We will continue to work with carer’s organisations in Kent as well as our colleagues in Integrated Children’s Services to see how we can support carers.

In the next 3 years we will work with carers to develop the right services to support them.

These services will help protect their health and well-being. This is part of the Care Act.

Support for carer’s will be part of our joined up services across health and social care. People will be able to receive this support within their community, this is part of a type of support called ‘local care’.
Workforce

Without the right health and social care workforce, this strategy cannot be delivered.

Social care and health will work closely together. This means having more integrated teams.

We will:

- look at any gaps in the workforce and how we can fill them
- make sure staff have the right skills.

We already have integrated teams in Kent and Medway hospitals.

Safeguarding

We promote the principles that:

- it is every adult’s right to live free from abuse
- agencies and services we work with do not tolerate abuse
- we will raise awareness of adult protection
- adults who are vulnerable or subject to abuse will have the highest priority for assessment and support.

Safeguarding is everybody’s responsibility.
Commissioning

Commissioning is arranging a service for you.

We will look carefully at how we do this, so:

- services are planned around the individual
- we can check the service is delivering the right outcome.

We will work closely with the NHS so that we commission services together.

And also make the most of community and voluntary services.

We will ensure that our commissioning is ‘evidenced based’.

This means that the choices we make about how to commission will be supported by good quality information and data.
Integration

Kent has a good record of working in partnership with health.

We will continue this.

We will support closer working.

Local care is about bringing together GPs, nurses, community health staff and social care staff so they are able to provide care together in the community.

We hope this will mean that less people need to go to hospital for care.

To have joined up working we need to;

- invest in local care
- share data in line with the law
- join up workforce practices
- share our aims across health and social care, and measure our success in the same way.

We will work with the voluntary and community sector to support people’s independence.
How we will check it is being done

This strategy tells you about our vision for adult social care over the next 3 years.

It is important that this strategy makes a difference and we will measure how well we are doing.

We will report on how we are doing:

- by measuring how well we are developing staff
- through working with providers to ensure good quality care
- by making sure that more people will be able to access information and services online
- by using the Local Account which comes out every year to tell the public how we are doing
- through user surveys - asking people using our services about their experience
- through the KCC Strategic Statement Annual Report - an annual report with a section on adult social care.

Want to know more?

Read the full report on our website at: www.kent.gov.uk/careandsupport
Difficult words

Care Act
A law passed by the Government which makes health and social care more straightforward in England and Wales.

Evidenced Based Commissioning
This means that the choices we make about how to commission will be supported by good quality information and data.

Local Care
Where people can get health and social care advice and services in their local community.

Home Adaptations
Things like grab rails or raised toilet seats.

Integrated
Joined up, working together.

Principles
A list of things that you follow, like rules.