

Isle of Wight Council Adult Social Care and Housing Needs

Care Close to Home Strategy 2022 - 2025



Care Close to Home Strategy moving forwards (2022 – 2025)



- The 3 core delivery areas of the 2017 Care Close to Home Strategy remain as important as ever BUT there is a need to refresh the strategy to ensure that it continues to provide a framework against which quality outcomes for local people can be delivered consistently.
- The new strategy focuses on our 'Keys to Success' and how these will be delivered, shifting the focus to align with the Alliance Administration's Priorities and the Corporate Plan

Our Vision: People live independent, safe and healthy lives in a place they call home where they feel safe and part of their community

Our Purpose: to support people support and/or care to live fulfilling lives regardless of age, disability, status and social background

Our new strategy 2022 - 2025

We continue to focus on our statutory duties within the Care Act 2014 and within the Housing legislation to assess a persons support needs and focus on promoting their wellbeing. This means helping local vulnerable people to achieve the things that matter in their lives, based on providing support to help people to maintain, regain or increase your independence, choice and control ... Be that in relation to accommodation, care, support or essential advice, information and guidance.

CARE CLOSE TO HOME

Our Vision
To help people to attain, maintain or improve their wellbeing and to live as independently as possible in a safe and suitable environment.

What Do Islanders Need and Want?

- I want information and advice to help me support myself.
- I want skilled advice to plan my care and support.
- I can plan ahead and stay in control at times of crisis.
- My care and support is delivered by competent people.

Our 3 Core Delivery Areas

- Promote Wellbeing
- Improve Wellbeing
- Protect Wellbeing

Evaluation, Performance Management and Use of Evidence

Our 6 Keys to success

- We know, from what local people have told us, that most people prefer to live in their own homes and communities, and our focus is helping them do this.
- We will endeavour to reduce any unnecessary use of hospital care, care homes, emergency accommodation and temporary accommodation, looking to provide the right support in the right place at the right time for local people.
- We will ensure that local people are empowered by our practice. This will mean that they have choice and control and are supported to maximise their strengths and independence living the life that they choose.
- We will ensure that local people are satisfied with the quality of the support and services they receive from us – including the advice and information we publish.
- We will ensure that local people are supported by a high performing workforce that is equipped, empowered and engaged.
- We will ensure that we use our limited resources effectively and efficiently to support local residents.

Promote Wellbeing

Through encouraging and enabling people to look after their health and emotional and mental well-being, we will aspire to avoid or delay the demand for formal adult social care and help people to maximise their independence.

Improve Wellbeing

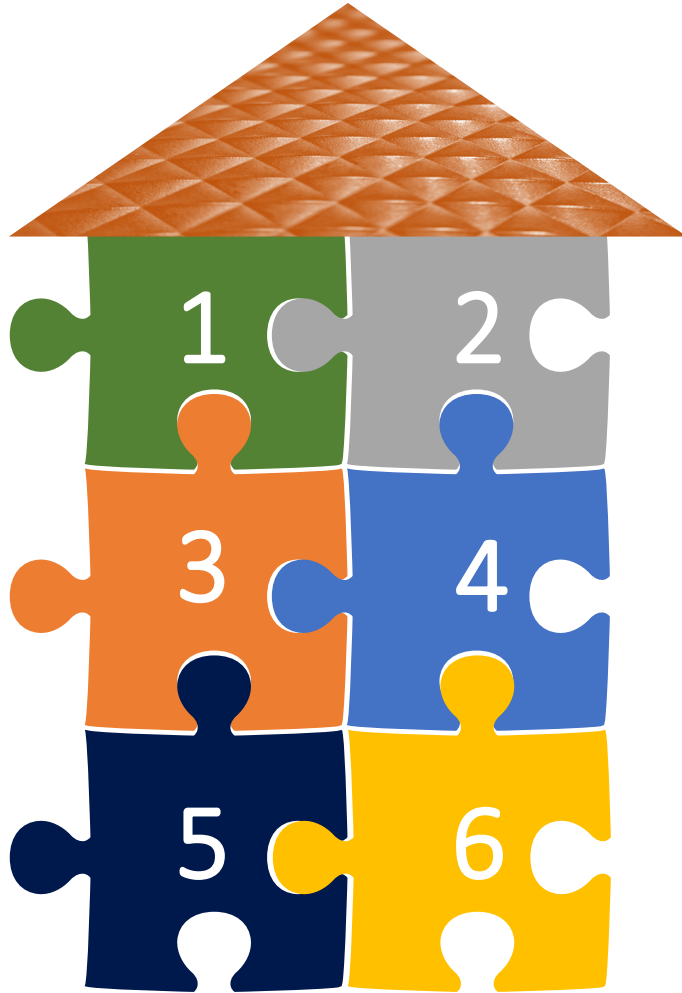
Through providing short term support, we will help local people to attain or regain their maximum level of independence possible supporting with homelessness, after an illness, operation, accident or when they experience crisis. We will support in a way so as to avoid family and carer breakdown.

Protect Wellbeing

Through providing a holistic, person centred and strengths based approach we enable people to live their lives as they wish, in the way that they choose, safely and with dignity and security, in their own homes wherever possible.

Our Keys to Success:

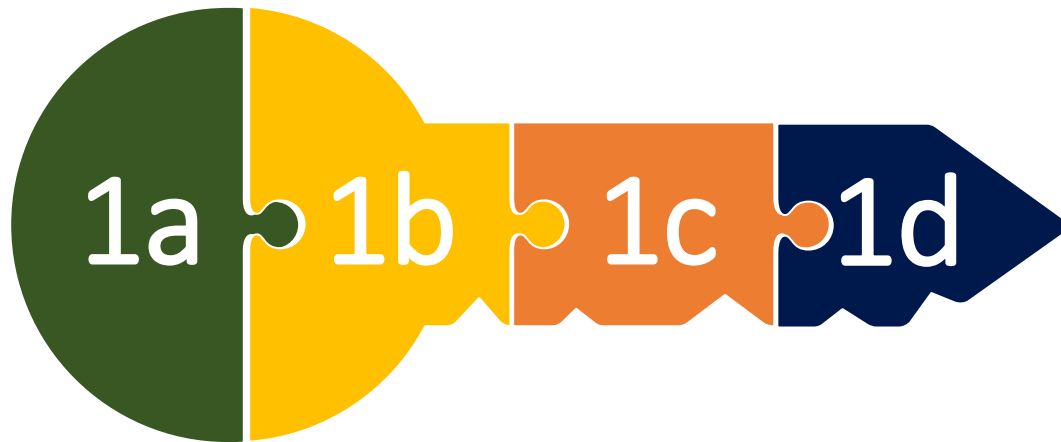
The most significant change in our Care Close to Home Strategy to be delivered over the coming 3 years is the development of the enabling programmes. Previously focused on our internal performance and delivery we are looking to build on those strong foundations and shift the strategy focus to local people and how we support them.



1	We know, from what local people have told us, that most people prefer to live in their own homes and the in communities that they choose. Our focus is in helping them do this
2	We will endeavour to reduce any unnecessary use of hospital care, care homes, emergency accommodation and temporary accommodation, looking to provide the right support in the right place at the right time for local people.
3	We will ensure that local people are empowered by our practice. This will mean that they have choice and control and are supported to maximise their strengths and independence, living the life that they choose.
4	We will ensure that local people are satisfied with the quality of the support and services they receive from us – including the advice and information we publish
5	We will ensure that local people are supported by a high performing workforce that is equipped, empowered and engaged
6	We will ensure that we use our limited resources effectively and efficiently to support local residents

The First Key to Success:

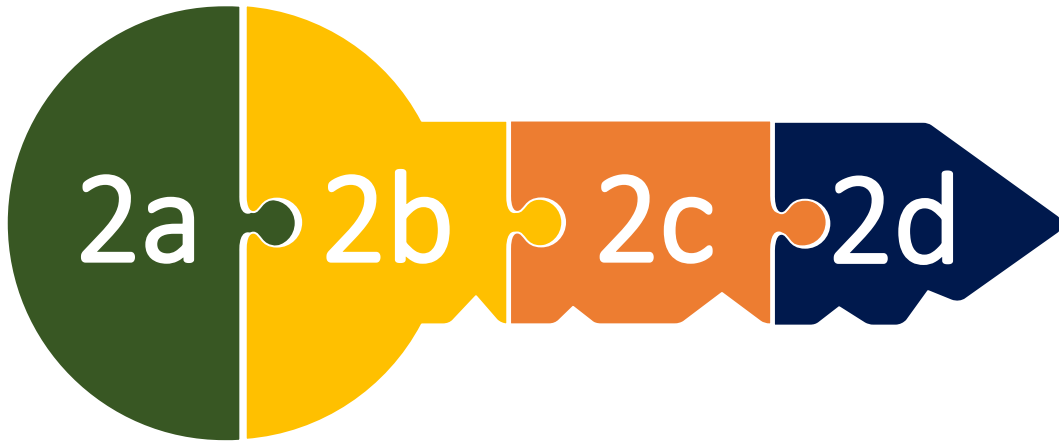
We know, from what local people have told us, that most people prefer to live in their own homes and in the communities that they choose. Our focus is in helping them do this.



	What we will do ...
1a	We will provide access to advice, guidance, aids and adaptations to help people to remain in their own homes. Including delivery of a high quality home response service and access to assistive technology
1b	We will ensure that we commission the right models of housing, really listening to what local people tell us that they need and including extra care, supported living and shared lives.
1c	We will ensure that we consider anti-poverty strategies in all of our work and ensure that our assessments and support consider the 'whole' person and not just their presenting needs. This will include providing advice, guidance and support in relation to fuel poverty, access to benefits and support through foodbanks
1d	We will work closely with local providers of accommodation to promote access to and flow through accommodation including a focus on under occupation and maximising accommodation for local people.

The Second Key to Success:

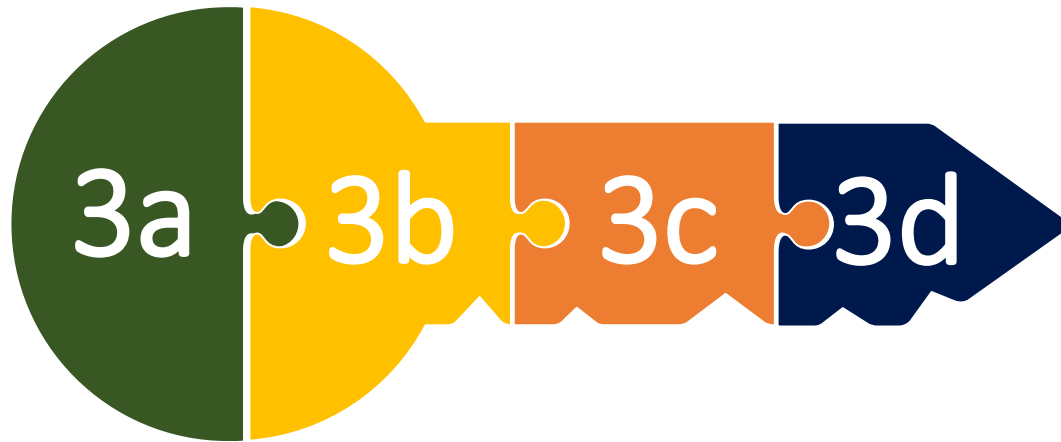
We will endeavour to reduce any unnecessary use of hospital care, care homes, emergency accommodation and temporary accommodation, looking to provide the right support in the right place at the right time for local people.



	What we will do ...
2a	We will refresh our Market Position Statement ensuring that we are clear about the needs for accommodation and care and support in the short, medium and longer term. This will help to ensure that we have the right array of accommodation and care and support in place that is of good quality, and sustainable.
2b	We will remain committed to our “Home First” agenda when supporting people who are leaving hospital. We will focus on helping people to return to their own home as quickly and safely as possible and to do this we will ensure that we provide quality care and support through our Regaining Independence Services, Onward Care and Independence teams and Continuing Healthcare team.
2c	We will develop greater capacity in our internal domiciliary care team, promoting the growth of the Personal Assistant hub and will ensure that our respite care offer is appropriate, strengths based and accessible, to avoid unnecessary admissions to hospital and/or care homes as a result of carer crisis or breakdown.
2d	We will ensure that we are identifying and accessing the right support in the right place at the right time for local people including people and families who are facing homelessness or who are homeless.

The Third Key to Success:

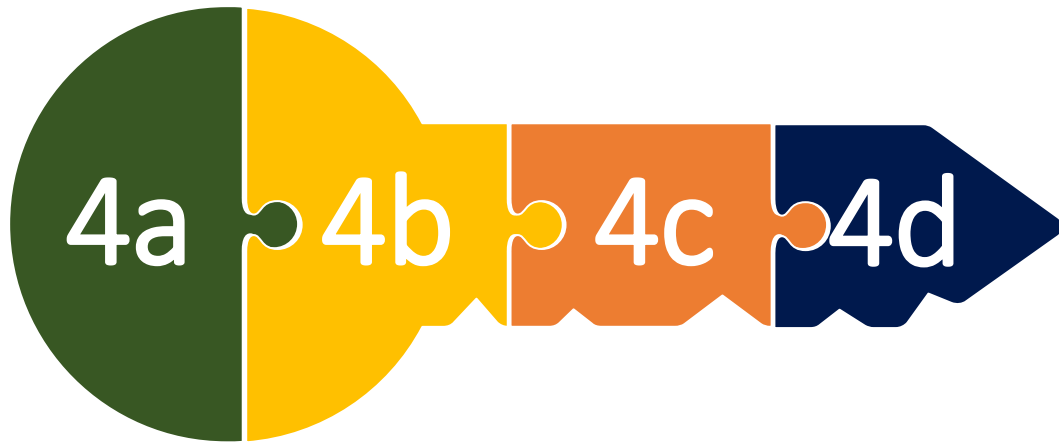
We will ensure that local people are empowered by our practice. This will mean that they have choice and control and are supported to maximise their strengths and independence, living the life that they choose.



	What we will do ...
3a	We will move forward with the implementation of the Pride in Practice Quality Strategy across the department to ensure that our staff are putting the people that they are supporting at the heart of that support.
3b	We will ensure that we are actively reviewing our prevention and early help offer of working age adults, ensuring that we can deliver 'Living Well' for Island residents "at scale" and in their own communities. We will support people to help themselves.
3c	We will develop further our Regaining Independence Service, to ensure that the service is outcome focused and engages with the people they support to ensure that they are delivering what the people who access them want and need.
3d	We will develop further our offers of help and support for people who are homeless or are facing homelessness, ensuring that our offer is clear and based on a realistic assessment of the local housing market place. We will support people to help themselves.

The Fourth Key to Success:

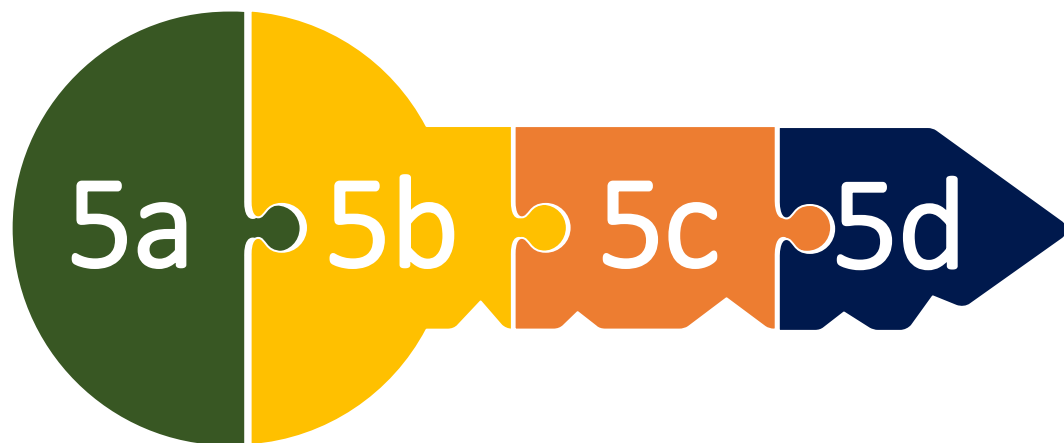
We will ensure that local people are satisfied with the quality of the support and services they receive from us – including the advice and information we publish



	What we will do ...
4a	We will be open and transparent with Island residents about the work of the department and our achievements and challenges through the production of a Local Account on an annual basis
4b	We will put in place feedback mechanisms and routine surveys following contact with or getting support from our department, to ensure that we capture the experience of our 'customers' and learn from their feedback.
4c	We will develop, in partnership with our local residents, their communities, the voluntary sector and local town and parish councils, an engagement and co-production strategy which will help to shape our decision making, service developments and future plans.
4d	We will continue to learn from complaints (both formal and informal) and from the compliments we receive from local people. We will evidence our learning and ensure that it shapes our practice

The Fifth Key to Success:

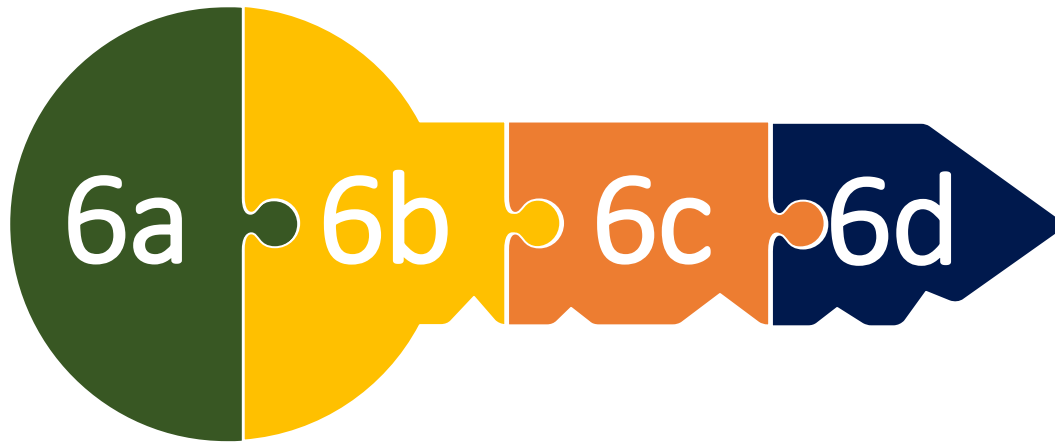
We will ensure that local people are supported by a high performing workforce that is equipped, empowered and engaged



	What we will do ...
5a	We will undertake a training needs analysis for our department to ensure that we have a comprehensive and appropriate learning and development offer for all staff across the department.
5b	We will invest in our staff development and learning, seeking to adopt a growth mindset and learn from experience. We will ensure that staff are actively engaged with the wider council learning and development opportunities and supported with continuing professional development.
5c	We will strive to be ready for CQC's assurance of Adult Social Care by ensuring that we maintain strong links with regulatory bodies and continued engagement with the Association of Directors of Adult Social Services (ADASS).
5d	We will develop both an internal and external communication and engagement plan to ensure that we focus on sharing our achievements and challenges. We will use our internal and external communications to demonstrate how we value our colleagues.

The Sixth Key to Success:

We will ensure that we use our limited resources effectively and efficiently to support local residents.



	What we will do ...
6a	We will refresh our Market Position Statement ensuring that we are clear about the resources we have available to us and the likely demand for support. We will clearly identify the need for accommodation and care and support in the short, medium and longer term. This will help to ensure that we have the right array of accommodation and care and support in place that is of good quality, and sustainable.
6b	We will ensure that the people who we support have access to a quality social worker and that their care and support needs are reviewed on a regular basis to ensure that the care and support that they are receiving meets their assessed care and support needs.
6c	We will seek to ensure that our workforce is stable and that we recruit permanent members of staff where we have vacancies. We will ensure that we minimise the use of agency staff wherever possible
6d	We will adopt a new approach to business support across the department to ensure that our work is tasked to and completed by the most appropriately skilled person. This will release the capacity of our professional social work staff to undertake social work activity. 26

Links to other strategies

The Care Close to Home Strategy has significant links with the work being undertaken by other council services and partner organisations, together with a number of national workstreams. Key to ensuring sustainability for the health and care sector in the medium and long term is a focus on longer term prevention and not simply managing demand.

The Public Health Strategy 2020 -2025 for the Isle of Wight sets out the ambition to improve the health and wellbeing of local people and aligns with the Care Close to Home strategy.

The Care Close to Home Strategy will help to deliver the identified public health outcomes and will support local people to:

- Live healthy lifestyles;
- Experience healthy ageing;
- Promoting good mental health and emotional well-being;
- Reducing the impact of mental health disorders;
- Establish and support healthy communities; and
- Protecting people from harm.

Our Action Plan

Developed with staff to ensure deliverability and accountability

Focusing on key activities to deliver greatest impact over shortest term

Aligned with new Corporate Plan and Alliance Priorities

Aligned to what we know about the future regulation to ASC from 2023

Progress and delivery monitored through department governance meetings on a monthly basis

Annual report proposed for Cabinet and for local residents (Local Account)

Our Action Plan ...we will...

Be proactive – supporting people to plan for their future and be in control of their own lives when they are able to do so, rather than waiting for the crisis

Be clear in promoting and implementing our 'Home First' agenda and proactively work with partners to deliver a local care marketplace that meets future demand

Focus on getting people the right support in the right place and at the right time for the person and for their family

Support the social care workforce to build resilience and to be recognised for the professionals that they are

Ensure that we really listen to the people we support and hear what they want, need and choose. The voice of the person will shape our decision making, policies and practice

Continue to build and maintain positive partnership working with our health and social care partners. Ensuring always that we put our Island's residents first.

Continue to invest in our staff and their professional development, resilience and well-being

Implement a robust quality assurance framework within the ASCHN department ensuring consistent and high quality of practice

Governance Structure

All items identified in the Action Plan will report monthly through the ASCHN Programme Board

A monthly report from the ASCHN Programme Board will be provided to the ASCHN Leadership Group Performance meeting

Escalation through Corporate Management Team (CMT) and Corporate Leadership Team (CLT) as required

Annual review of progress provided by Programme Board



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