

Report to CABINET

Adult Social Care - Strategy

Portfolio Holder:

Councillor Brownridge, Lead Member for Health and Social Care

Officer Contact: Jayne Ratcliffe, Director of Adult Social Care (DASS)

Report Author: Charlotte Walker, Assistant Director of Adult Social Care- Reform and Improvement

Date: 11th December 2023

Reason for Decision

Adult Social Care has devised a vision and strategy for the future delivery of statutory services in the borough for our adult residents. It is intended to launch and roll out across the borough once endorsed.

Executive Summary

In July 2022, the Adult Social Care department agreed a vision 'supporting you to be independent, healthy, safe and well' for people in Oldham. Further to this, the department has developed a strategy that outlines how we will work, with our partners, to deliver this vision and turn our ambitions in to reality. It is based on principles agreed with residents, the people we support and their carers to set out core values.

This strategy is supported by specific action plans and other strategies that have been developed to support delivery of outcomes. It should be read alongside 'The Oldham Plan – Our Future Oldham', The Oldham Council Corporate Plan, the Health and Wellbeing Strategy and the Adult Social Care Market Position Statement all of which set out the Council's priorities, as well as regional and national social care and health policies. This is a briefing paper to outline the strategy and the intended onward actions.

Recommendations

Cabinet is recommended to:

- (a) note the detail of the Strategy and approve for publication, with related roll out and communications

2 Background

- 2.1 Adult Social Care (ASC) in Oldham has been undergoing a process of reform and improvement since July 2022, focused on working with our residents in a strengths-based way to maximize independence and reduce reliance on long term statutory services. The reform and improvements also support the assurance process relating to the Care Quality Commission (CQC) commencing inspections of ASC from Autumn 2023. Having developed the vision for the service, ASC has then progressed a specific strategy which outlines how the vision will be delivered. The strategy document itself is written in an accessible style, with the intention of developing amended versions for easy read, and different languages.

3. Current Position

- 3.1 Within the strategy document, Adult Social Care is defined as a service which supports adults of all ages, disabilities, and backgrounds to be independent, healthy, safe, and well. There is a continual focus on independence, as ASC understands that for most people, staying independent is important for ensuring that a happy and fulfilling life is achieved.
- 3.2 However, the statutory functions of Adult Social Care are included and remain the core service function, with reference to the role of social work in supporting: personal care, and practical support for younger and older adults with a physical disability, learning disability, physical or mental illness, it includes safeguarding for those at risk of harm and abuse and support for unpaid carers
- 3.3 ASC's core purpose is supporting people to be independent, healthy, safe, and well. To ensure this is achieved, ASC must carry out and comply with the duties of Oldham Council's adult social care responsibilities that are described in several laws and regulations, most notably the Care Act, 2014, and related legislation. This includes promoting people's wellbeing and preventing, reducing, or delaying the development of the need for care and support. The new approach is expected to achieve more positive outcomes for residents. This will only be achieved through working together with a range of partners and with the involvement of people receiving support, their carers, and residents.
- 3.4 The strategy outlines a person centred approach in all we do, focusing on what people can do and supporting residents to maximise their strengths. Residents are to be treated as equal partners and working relationships will be developed in a way which encourages people to build trust. A key factor in working in a strengths-based way is that ASC will use positive risk taking to support residents to achieve outcomes that are important to them.

-
- 3.5 Feedback and understanding the experience of individuals who access support forms a key part of continuous improvement, and in understanding how that support is tailored to the individual.
 - 3.6 To ensure accountability, ASC will explain why we are doing things and evidence our decision-making; we will follow relevant legislation, policy and strategies in all aspects of our work. We will work in partnership together with people with care and support needs, their carers, elected members, service providers, the NHS, voluntary groups and the wider population to deliver effective health and social care outcomes.
 - 3.7 In implementing our vision the role of ASC has not changed. However, as we start to implement the strategy we will begin to work in different ways, although all our activity remains grounded in the principles and core values of being person-centred; always improving; being accountable and working together.

4 Outcomes

- 4.1 The Adult Social Care strategy's successful delivery will be measured and monitored through the tracking of meaningful outcomes through use of data and learning from resident feedback via our Residents Panel and Customer Experience Group. To achieve this, we will work with partner organisations and other parts of the Council to inform a continuous improvement cycle, ensuring that learning is fed back into service design and to ensure that we are helping our residents to be independent, healthy, safe and well.

5 Financial Implications

Approving the ASC Strategy itself has no financial impact to the Portfolio and any budgetary implications arising from subsets of the Strategy will be contained within prospective delegated reports.

Danny Jackson, Finance Manager

6 Legal Services Comments

None. Alex Bougatef, Group Solicitor

7 Co-operative Implications

The ASC Strategy focusses on working with residents collaboratively, on what they can do, rather than what they cannot. This approach involves partners in the borough, our residents and workforce, to improve their experience in the borough, and in doing so, improve the borough itself. All members of the community are supported and encouraged to play an active part in building our co-operative borough. The strategy is closely aligned to the co-operative agenda.

8. Alignment to Corporate Plan

The ASC vision and strategy align closely to the wider corporate plan, most specifically the 'Healthy, safe, and well-supported residents' statement, but also by focussing on our Residents First, and delivery of services on a place-based

footprint, working with our local communities. Through working in partnership with directorates across the Council, and wider system partners, the strategy also supports with the delivery of the wider plan, aligned to:

- A great start and skills for life;
- Better jobs and dynamic businesses;
- Quality homes for everyone;
- A clean and green future; and is underpinned by ensuring that digital options are embedded in delivery of services.

9 **Human Resources Comments**

9.1 The Strategy is supported by existing workforce development programmes.

Vikki Morris, Assistant Director of Human Resources & Organisational Development

10 **Risk Assessments**

10.1 ASC must carry out and comply with the duties of Oldham Council's adult social care responsibilities that are described in several laws and regulations, most notably the Care Act, 2014, and related legislation. The ASC vision and strategy provide opportunities for the service to align closely to the wider corporate plan.

Vicki Gallacher, Head of Insurance, and Information Management

11 **IT Implications**

11.1 To achieve the strategic vision, it is expected that ASC will liaise with IT at the appropriate time and with sufficient notice where there is a need for new / enhanced digital options to be embedded in the delivery of existing or new services, so that scope and costs can be worked through accordingly.

Lindsey Al-Basri – IT Head of Projects

12 **Property Implications**

12.1 There are no property implications.

Katy Webster, Assistant Director – Property & Projects, Economy

13 **Procurement Implications**

13.1 There are no procurement implications should the recommended option is approved.

Raj Ahuja, Lead Consultant, Health and Social Care

14 **Environmental and Health & Safety Implications**

-
- 14.1 None
- 15 **Community cohesion disorder implications in accordance with Section 17 of the Crime and Disorder Act 1998**
- 15.1 None
- 16 **Oldham Impact Assessment Completed (Including impact on Children and Young People)**
- 16.1 It is expected that any impact will be positive, focusing on residents' strengths with support provided to enable residents to be as independent as possible, for as long as possible. Where support is formally commissioned, this will also be strengths-based, appropriate and proportionate to need.
- 17 **Oldham Impact Assessment Completed?**
- 17.1 Yes, please see supporting document at appendix (point 21)
- 18 **Key Decision**
- 18.1 N/a
- 19 **Key Decision Reference**
- 19.1 N/a
- 20 **Background Papers**
- 20.1 none
- 21 **Appendices**
- 21.1 Appendix 1 Adult Social Care Strategy Equality Impact Assessment