

# **PUTTING PEOPLE FIRST**

## **A Shared Vision and commitment to the Transformation of Adult Social Care**

### **Introduction**

There is now an urgent need to begin the development of a new adult care system: a personalised system which is on the side of the people needing services and their carers. The present system can be over complex and too often fails to respond.

The vision is of a reformed adult social care system in England; a system able to respond to the demographic challenges presented by an ageing society and the rising expectations of those who depend on social care for their quality of life and capacity to have full and purposeful lives.

This landmark protocol seeks to set out and support the Government's commitment to independent living for all adults. It recognises that sustainable and meaningful change depends significantly on our capacity to empower people who use services and to win the hearts and minds of all stakeholders, especially front line staff.

Ultimately, every locality should seek to have a single community based support system: binding together local Government, primary care, community based health provision, public health, social care and the wider issues of housing, employment, benefits advice and education/training.

### **Values**

The time has now come to build on best practice and replace paternalistic, reactive care of variable quality with a mainstream system focussed on prevention, early intervention, enablement, and high quality personally tailored services. We want people to have maximum choice, control and power over the support services they receive.

The aim is to provide care and protection for those who through illness or disability are unable to express needs and wants or exercise control. The right to self-determination will be at the heart of a reformed system - constrained only by the realities of finite resources and responsible (but not risk averse) levels of protection,.

Over time, people who use social care services and their families will increasingly shape and commission their own services. Personal Budgets will ensure people receiving public funding use available resources to choose their own support services – a right previously available only to self-funders. The state and statutory agencies will have a different not lesser role – more active and enabling, less controlling.

**A personalised adult social care system with agreed and shared outcomes to enable people to:**

- Live independently

- Exercise maximum control over their own life and where appropriate the lives of their family members.
- Participate as active and equal citizens, both economically and socially.
- Have the best possible quality of life, irrespective of illness or disability.

### **System-wide transformation in order to achieve:**

A locally agreed approach utilising all relevant community resources, especially the voluntary sector so that prevention, early intervention and enablement become the norm: supporting people to remain in their own homes for as long as possible. The alleviation of loneliness and isolation to be a major priority.

A universal information, advice and advocacy service for people needing services and their carers irrespective of their eligibility for public funding. A 'first shop stop', which could be accessed by phone, letter, e-mail, internet or at accessible community locations. Key strategic partners to be the Pensions Agency and relevant voluntary organisations.

Personal advocacy in the absence of a carer or in circumstances where people require support to articulate their needs and/or utilise the personal budget.

A common assessment process of individual social care needs with a greater emphasis on self-assessment. Social workers spending less time on assessment and more on support, brokerage and advocacy.

Person centred planning and self directed support to become mainstream and define individually tailored support packages. Tele-care to be viewed as integral not marginal.

Personal budgets for everyone eligible for publicly funded adult social care support.

Direct payments utilised by increasing numbers of people.

Systems which support integrated working with children's services, including transition planning and parent carers, and identifying and addressing concerns about children's welfare.

Support for at least one local user led organisation, and mainstream mechanisms to develop networks which ensure people using services and their families have a collective voice, influencing policy and provision.

Systems which act on and minimise the risk of abuse and neglect of vulnerable adults, supported by a network of 'champions' including volunteers and professionals, promoting dignity in local care services.

Adult social care taking responsibility for championing the rights and needs of older people, disabled people, people with mental health needs and carers. Early priorities will be intergenerational programmes involving older people as active citizens, integrated policies to support independent living (housing, access to work, education, training and leisure) and transition planning for young disabled people.

## **Conclusion**

This protocol seeks to be a catalyst, not a straightjacket, for innovation and is the first stage in a unique attempt to co-produce, co-develop and co-evaluate a major public service reform. National and local leadership is essential if we are to achieve this system-wide transformation.

We will judge success through the views and experiences of those who use the social care system, progress in supporting adults to live independently, objective measures of performance, and the job satisfaction of those working at all levels of the system.

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