Croydon Council Adult Social Care & Health Strategy

2021 to 2025

Easy Read Version

Advocacy for All
Bigger voices
Better lives

Contents

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Introduction

Social care helps everyone **improve their lives**

Social care **helps people** to
- **Work**
- **Spend time with others**
- **Care for** and support family **members**
- Be a **part of their community**
- **Protect people** and keep them safe

Adult social care in Croydon gives jobs to **lots of people** in the area

This brings **more money** into Croydon

Introduction

This **plan** shows how we will
- **Keep adults safe**
- Look at ways to **stop problems** from happening
- Look at ways to **stop problems getting worse**
- Work with people to **improve their independence, health and wellbeing**
- Work with **organisations** to offer **better services**
- **Manage the money** we have so we can **continue** to run these services

From **Councillor Yvette Hopley**

Difficulties we will have with Adult Social Care in Croydon

We are making **changes** so that care will be **better and less expensive** for everyone

We want
- All adults to be able to **do things for themselves as much as possible**
- Carers to get the **support they need**
- Adults at risk to be **safe**

Our plan will help us to
- **Protect adults** at risk of abuse or **neglect**
- **Give information and advice** to everyone
- **Work with organisations** to support people and give the **right amount of support**
- Have **services be available** when people need them
- Work with **health services**
- **Manage the effects** of Covid in our area

Difficulties we will have with Adult Social Care in Croydon

We want to make sure that the **money we spend** on social care is **close** to what **other councils in England** spend

We have a **Cost of Care policy** to help with this

Every year **we will give an update** on how we are doing

We want our plan to **change** as we **learn what people need** and we **hear what people think**

Introduction from **Annette McPartland**

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Our Social Care Future

Everyone wants
- A **home**
- A **community** that helps each other
- **Support** to be there when we need it

Having the right support in place when you need it helps you **be in control of your life**

If we **work together** we can have **great support for everyone**

This means **everyone is treated the same** and everyone is allowed to **have a good life**

The **model** of social care

The **Care Act 2014** tells us the **rules** we must follow when providing **social care**

We have created a **model** to show you how this will work

The **aim** of the model is to make sure that people get
- The **right amount** of support
- At the **right time**
- **Reduce** the need for **ongoing support** where possible

We will **explain each stage** of the model on the next few pages

Stop Need

Prevent need

Reduce need

Delay need

Meeting need

We will **work with organisations** to support people **before they need**
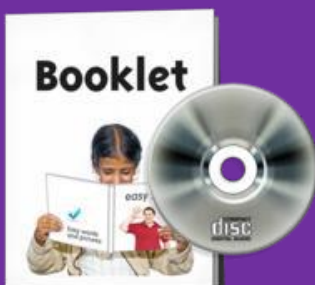
We will make sure **information and advice** are **available and accessible** to everyone

This includes
Parks
Libraries
Community centres
and other places

Booklet

Library

Day Centre

Reduce Need

Prevent need

Reduce need

Delay need

Meeting need

We will work with people who have **lots of support needs** to help them **stay well** and stop them needing to come back for more help

Needs

We will help them set **goals** and **improve their independence**

Goals

We will give people the **technology** they may need to help them with this

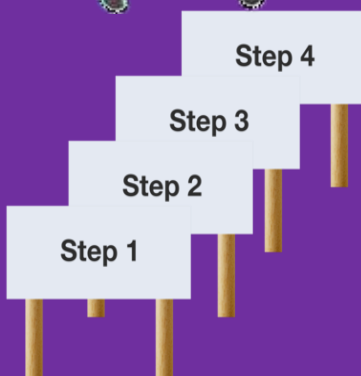# Delay Need

Prevent need

Reduce need

Delay need

Meeting need

We will work with people to **make less the effects** the problem has on their life

We will **work with the people who support them** to help them in the **best and most cost-effective way**

Step 4

Step 3

Step 2

Step 1

We will help people at **every stage of getting the help they need**

The 5 Goals of our Plan

1. Making sure we **find the people who need help** so we can get them help fast

2. Making sure people get help **when they need it** so things don't get worse

3. Making sure people get help **where it is best for them**

4. Making sure people get the **right support** by people with **the right training and skills**

5. Making sure that the people who care for them are also **supported**

The Strengths of the Person

- We will create a **person centred plan** which will show
  - The person's **strengths**
  - The person's **weaknesses**
  - What the person **wants**
  - What the person **needs**
  - What the person **hopes for the future**

- We will give the person the support they need to **have their opinions heard** such as an **advocate**

- We will **include the people involved in the person's life** when making decisions about their care and support

- We will give **information** to the person in a **way they understand**

The Strengths of the Person

- We will support the person to **try new things** in a safe way

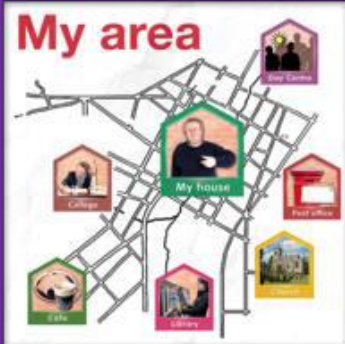- We will put the **wants** of the person **first**

- We will help the person **plan for the future**

- We will make sure **cultural needs** are considered when making plans

The Strengths of the Community

The information local people have is important when looking at how best to support the community

Croydon is a very **diverse place** with people from many **different backgrounds**

We must make sure the support we give is **appropriate for all people**

We get advice on this from **Health Communities Together**

During the **pandemic** we learned a lot about how people can **work together to help each other**

The strengths of the community

We will **work with local people** to help us **improve the support** we offer

We will put **Local Commissioning Groups** in place to make sure we are meeting the needs of people in the local area

We have started doing this during our **Building Communities Together** meetings

We will use **feedback** from local communities to **help us make decisions** in the future

Meeting the Needs of the Local Community

We will use **person centred plans** to help us make decisions about the support we offer

After we have looked at the support friends and family can give we will see **what is still needed** for us to give

People who need our help will have an **assessment** to find our if they can get a **personal budget** to fund their care

A personal budget can be **managed** by the **person** themselves or by the **council**

We will try and give people as much **choice** about this as possible

Meeting the Needs of the Local Community

We will make sure everyone receives **good care and support**

We will put money into **improving technology** and **help people to use it** to get support

We will use **information from research** to show us what **people find helpful**

This will help us give **more choices**

Covid showed us that **technology can be useful** for people to get help but some people find it difficult to use

We want to **help people gain the skills** to use technology that may give them the best support

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An example of success

In March 2020 **Active Lives had to stop meeting in person** because of Covid

Active Lives wanted to **keep in contact** with those they supported and help their members **keep in touch with each other**

They created a **new service** called **Friends Connect**

They used **video calls** to do **activities** such as

- Art
- Drama
- Tai Chi
- Quizzes
- And more

An example of success

We **learned** that
- People can **learn** to be **less scared of technology** when given the right support
- **Staff** can be very **creative** when given the **time and freedom** to do so
- The people who use our service are more able to learn and change than we give them credit for

Thoughts from MT, who is a person who uses Friends Connect

- MT was **happy to see their friends** from Active Lives
- MT **loved the exercise** as they help her keep healthy
- **"It is great! I especially enjoy the exercises with clapping"**
- MT said they **don't want to change** the online sessions, and would like them to **continue**

Commissioning

We have a **team** who will help everyone involved in providing social care **work together** to make our services the **best** they can be

We will create our services with **feedback** from
- Individuals
- The local community
- Organisations that offer support

Our work will be checked by **Quality Assessors** to make sure we are doing a good job

We have to be **sensible** with what we spend our **money** on

This is because the **government is giving less money to councils** for social care services

Commissioning

We have to make sure we offer a **good service** for those we support and those who **pay for their own care**

Our services will focus on **helping people become more independent** and need less on going support

We will give people **more control** over their care by using **direct payments**

Every year we will say what we are doing in social care in our **Market Position Statement**

Safeguarding

Keeping people safe is very important

When looking into a safeguarding alert, we must **think about the person's views, wishes, and beliefs**

We must follow the rules in the **Mental Capacity Act 2005** when helping people who **cannot make decisions for themselves**

These rules are followed in **all the work** we do in social care

A big part of our work is **supporting those who cannot make decisions** for themselves or may be in a **care home** for their own safety

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Safeguarding

Deprivation of Liberty Safeguards

We must follow the **Deprivation of Liberty Safeguards** when supporting people in this situation

Safeguarding works well when organisations work together to support adults at risk

The **Croydon Safeguarding Adults Board** is in place to help organisations work together

This team has **managers from different groups** that work with adults at risk

Working Together

We have a **good relationship** with the **NHS** and **local volunteer groups**

The **One Croydon Alliance** is in place to make sure we **meet the promises** we made in our Health and Care Plan

The **One Croydon Alliance** will get social care services and health services to **work together**

This will help **prevent crisis** and **help people's wellbeing**

Working together

The **NHS** want to help **improve the health** of the population

We need to make sure we **balance** the needs of people who need lots of help with those who need less help

This means **everyone can get the help they need when they need it**

We must think about **people's health needs** and why their health might be **worse** than another person

This could be because of
- Their **background**
- How much **money** they have
- **Where** they live

A good example of working together

Mr C is **57 years old**, and **lives on his own**

My House

He is a **musician**

He has **chronic fatigue syndrome**, and **drinks too much alcohol**

He has **memory problems** from a head injury

His **doctor was concerned** he wasn't taking his medication properly and was **taking too much**

What did we do?

The **chemist** referred Mr C to the **Integrated Care Network Multi Disciplinary Team** to discuss their worries

The Team looked at Mr C's **needs** and how they could **support him** with this problem

A pharmacist, Social Worker, and a Mental Health specialist **worked together** to support Mr C

What happened next?

Mr C is now **able to take his medication by himself** because it is given to him in a way that helps him remember if he has taken it

He is given help to go **shopping** and with his **mobile phone**

The social work found him a new **fridge freezer** and fixed his **TV**

The **team are still working** with Mr C because his needs are not able to be fixed completely right now

The chemist and social worker will **continue to work together** to make sure Mr C's needs are met

Annex 1

Checking our work

Overview

We must follow the rules in the **Adult Social Care Framework** to make sure we are making **good decisions**

The framework helps us by
- **Giving us information** so we can see what has been **working well** and what **needs to get better**
- **Brings councils together** to share their experiences
- Shows councils **what they should do** when providing health and social care

The framework wants us to
- **Improve the lives** of people with care and support needs
- **Delay and make less** the need of support
- Make sure people have a **good experience** with their support
- **Safeguard** people at risk

Overview

The information we get will help us see
- what has got **better**
- what has got **worse**
- what has **stayed the same**

If we are **doing worse than other councils** we will need to see what we can do to make things better

We will get this information from **listening to feedback** from the people we support and other groups involved in care and support

The Adult Social Care Market

The **Care Quality Commission** inspect adult social care services

The Care Quality Commission check
- Is the service **safe**
- Does the service **work**
- Do the staff **care about the people** they look after
- Are the staff able to **support the people** they look after
- Is the service **managed well**

outstanding

This information is used to give the service a **score**

Plan

If a service gets a **low score** we need to put plans in place to help make them better

The Adult Social Care Market

All our services will **tell us what score they have**

All our services will **tell us** how they **spend their money** so we can make sure it is being **spent responsibly**
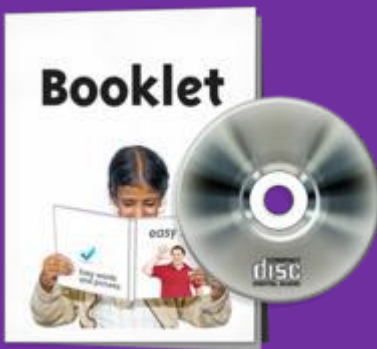
We will check our services and look at
- how many **different services** have been available in the last 3 years
- **How many staff** have come and gone
- How many people have **used the service**
- How many **absences** have there been
- Has the service gained any **awards**

Social Care

We will make that **people can access** our services

We will make sure **information** is given in a way everyone can **understand**

We will **regularly check** our social work team are
- Supporting people in **good time**
- Doing **good work**
- Are able to **manage their case loads**

Commissioning

We will **look closely** at the services we already have to see if we need to make things better

A team of **skilled professionals** will help us check this

We will work closely with the **NHS** and **other groups** to make sure we run good services

Annual Report

We will do these **checks every year**

How do we check we are doing a good job?

We will look at the **improvements and changes** to our services every year

The council will be checked by a **special team**

We will also be checked by
- The **Independent Improvement panel**
- **Healthwatch**
- **Feedback** from people using social services
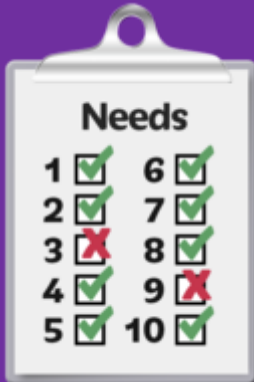- **One Croydon Alliance**

We will look closely at making our services **equal and accessible** to everyone

Annex 2

Useful Websites

Useful Websites

Information about the levels of need and what we thing will happen in the future

https://www.croydon.gov.uk/council-and-elections/policies-plans-andstrategies/health-and-social-care-policies-plans-and-strategies/joint-strategicneeds-assessment

The Health and Wellbeing Plan

https://www.croydon.gov.uk/sites/default/files/Croydon%20Health%20and%20Wellbeing%20Strategy%202019.pdf

The Croydon Safeguarding Adults Board

www.croydonsab.co.uk

The Croydon Health and Care Plan

https://swlondonccg.nhs.uk/your-area/croydon/croydon-our-plans/croydonhealth-and-care-plan/

Key words list

	Annex	**Extra information** at the end of a document
	Independence	Being able to **do things for yourself**
	Neglect	When a person is **not being cared for**
	Cost of Care Policy	The **rules and plans** in place about **how much care should cos**t the council to run
	Model	A **picture** that shows how a **process** works In this document the model shows how **the social care plan** is going to work

Key words list

	Care Act 2014	A **law** created by the government which tells us the **rules for care and support for adults** in the UK
	Cost effective	Being able to **balance how much** care costs with **how good** the service is
	Cultural needs	**Things a person would need** because of their **background** This could be because of • **Race** • **Religion** • **Age** • **Language** • **Traditions** • **And more**
	Diverse	A wide range of **different types of people** This could be because of • **Age** • **Race** • **Abilities** • **Religion** • **And more**

Key words list

	Health Communities Together	A **team** of people from the NHS, volunteer group and care services **working together to improve health care** in the local area
	Local commissioning group	A **team** of people who **make decisions** about what services should be available and what should get **funding** in the local area
	Building Communities Together	A **team** of people who discuss how to **make the community better** for everyone
	Person centred plan	A **plan** to help a person with their care and support The plan looks at • What the person **wants** • What the person **needs** • What they are **good at** • What they **need help** with • What they **want to happen** • Their **goals**

Key words list

Commissioning	When the **council** makes the decision to **make a service available**
Quality assessors	People who **inspect a service** to make sure it is **good** for the people who use it
Direct payments	A way of **paying** for health and social care services that gives the person **more control** over how the money is spent
Market position statement	A **description** of what the council **wants to do** about health and social care
Mental Capacity Act 2005	A **law** created by the government which tells us the **rules** about **helping people make decisions**

Key words list

 Deprivation of Liberty Safeguards	**Deprivation of Liberty Safeguards**	A set of **rules** that **protects** the **rights** of someone who is **unable to make decisions** for themselves The name of these rules will soon change to **Liberty Protection Standards**
	Croydon Safeguarding Adults Board	A **team** of people who are in charge of **helping people** when a **concern** is raised about their **safety**
	One Croydon Alliance	A **team** made up of Croydon Council, the NHS, and Age UK, **working together** to help people **stay well for longer** and make services **accessible** for everyone
	Chronic Fatigue Syndrome	A **condition** where a person has **severe tiredness** that affects their ability to do day to day activities

Key words list

	Integrated Care Network Multi Disciplinary Team	A **group of professionals** who all work with a person **coming together** to support that person as a team
	Adult Social Care Framework	A set of **guidelines** to **check** how well care and support services are doing and supporting people
	Care Quality Commission	A **team of inspectors** who **check** how well a service is doing

verbigerative
mendacious
brokerage   quotient
serpiginous

Thank you for reading

We hope you found the information useful

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