

Adult Strategy 2007 - 2012

Easy read version



*Draft
Version*

This booklet tells you about the suggested direction for the Council's Adults Services over the next 5 years.

Find out how you can have your say or become more involved in the consultation at the end of the booklet.

1 Summary

Services to meet people's needs

Over the next five years we will make our services better so people have more independence and control over their lives.



Better services

The plan covers 7 ideas:

- Making people's **health and well-being** better
- Making people's **quality of life** better
- Helping people make a **positive contribution**
- Promoting **choice and control**
- Stopping **discrimination** or **harassment**
- Helping people with **money** so they are better off
- Ensuring **personal dignity**



we want to deliver better outcomes under each of these ideas. It will shape the way we buy services, business plans for each service area and the way we work with our partners in the health service and the voluntary sector. **Everyone** has a responsibility for this.

The plan means:

- Working in **new ways** to give people more control over their services.
- Changing some services, like:
 - **modernising day services** to meet people's needs better
 - developing services for **people with multiple and complex needs** to offer a range of living choices.
- Working closely with other parts of the Council and **health, voluntary and community services**, so people can use mainstream services better

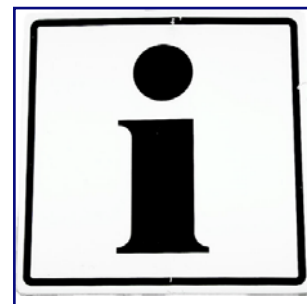


- Developing more integrated services with the NHS and the third sector
- Developing **earlier intervention and prevention**.

Strengthening our management arrangements

To do these things we need to strengthen our management:

- **Management information** needs to get better. This is because good quality information about people's needs and services is important in making services better.
- We need to develop the way we plan and pay for services. This is to make sure there is a range of good services offering value for money support that meet the needs of **all** our service users. There will be more **joint buying** and involving service users in developing, planning and evaluating their services.
- We need to review the way we use resources to make sure:
 - a that our **eligibility criteria** are applied well
 - b that the money for each service is worked out fairly by looking at people's needs
- **Proper care management** makes sure there are good results for service users and that we use money well. We will develop its quality to make it work better.
- We will plan **staff development** to make sure we have the **people and skills** to provide good services



Better information



Checking if services offer value for money

2. Background

The Adults' Division works with **4** groups of service users:

- a People with learning disabilities
- b People with physical disabilities and sensory impairments and people with HIV Aids
- c People who have a drug, substance or alcohol problem

d People with mental health problems

We work mainly with people aged between 18 and 65, but work closely with services for **Older People** and **Children and Families** to make sure people move smoothly between services.

Our service users have needs **beyond social care services** so we need to look at how other council, health and community services support them. This work is important for their health and independence. We need to work together to get the best results and make best use of money.

The Adults division has this structure:

- **Learning Disability Service:** This covers social and health care. Services include:
 - residential
 - supported living
 - community support
 - adult placements
 - day opportunities.
- **Disability Service:** This service has sensory and physical disability, HIV/Aids care management teams, an occupational therapy team and mobility services. They deal with **Direct payments, transport** and the **integrated community equipment service** .
- **Drug, Alcohol and substance misuse service:** This service provides drug treatment, rehabilitation and support services. It reports to the **Safer Greenwich Partnership Board** and works closely with the **Community Safety unit** and other agencies.
- **Mental health services:** These are provided and managed by **Oxleas NHS Foundation Trust**.

Working with Oxleas allows for:

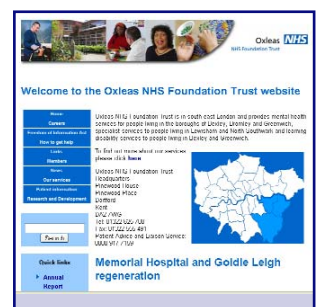
- A **single contact point** to secondary mental health and social care support



Services for older people



Residential services



Oxleas NHS

- Services being managed in an **integrated** way
- Stop duplication in health and social care provision
- **Best Value** for health and social care buyers
- Service users and carers to get high quality health and social care support
- **Business and commissioning service:** This looks at how we buy services, plan and manage staff and buildings.



Paying for services

3 Our 7 key themes, outcomes and priorities

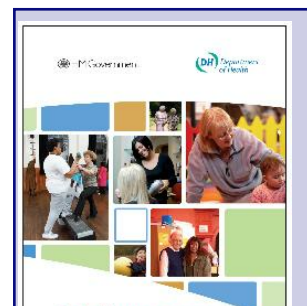
Over the next 5 years, we will look at delivering better results against the **7 key ideas** in the Government's White Paper, **our Health, our care, our say**.

This section says what we need to do:

3.1 Making people's health and well-being better

Priorities

- To promote **healthy lifestyles** and **good mental health**
- To work better with **health services**
- To better support people with **long term conditions**

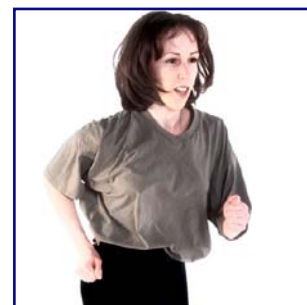


Our health, our care, our say

3.1.1 Promoting healthy lifestyles and good mental health

We will:

- Get more services users and carers doing **physical activity**.
- Promote **healthy lifestyles** through our social care services and through schemes like:
 - The **health promoters network**
 - The exercise scheme, **Healthwise**
 - **Active for Health**, physical activities for disadvantaged communities
 - **Healthy Greenwich Network** - a community approach for better health



More service users doing physical activity



Healthy Greenwich Network

- Work with partners, like **Greenwich Leisure** to make sure service users and carers are part of **Sports Development Programmes** and get **real** health benefits from the **2012 Olympics**
- Improve the health of **people who abuse alcohol and drugs** through **harm reduction**
- Promote **mental health and wellbeing** in all services
- Bring down the risks of ill health among **carers**



Better health for carers

3.1.2 Improving Joint Working with Health Services

We will work with our partners in the health service to:

- Make access to primary care services better and use the **Health strategy** for people with learning disabilities
- Develop the way single assessment and care management looks at people's needs so that their care is managed well
- Stop people going into hospital who do not need to
- Offer more **counselling** and **self-help** for people with common mental illnesses



3.1.3 Improving Support for People with long term conditions (like diabetes, asthma, brain injury, epilepsy and MS)

These conditions can be controlled by medication and other therapies.

We will work with our partners in the health service to:

- Support people to live as **independently** as they can and make their **quality of life** better
- Make sure people have **information** about their care and treatment and, where possible, support to manage their condition **themselves**.



Medication

3.2 Making people's quality of life better

Priorities

- To make the **quality of life and health** of carers better
- To help more people access **leisure, social activities** and **lifelong learning**
- To help people to be - and to feel - **safer**



3.2.1 Improving the quality of life and health of carers

Family members, partners and friends who care for and support people are very important to the wellbeing and quality of life of the person. Services need to support them to make choices and **protect their health and independence**.



Supporting carers

We will work with our partners in health and voluntary services to:

- Find out better who carers are, and offer them better information, advice and support
- Do a **Carers' Plan**
- Make **carers' assessments** better
- Invest in **flexible breaks** and develop **direct payments** for carers



Direct payments

3.2.2 Better access to leisure, social activities and life-long learning

We will:

- Work with partners across the Council and with Greenwich Leisure to offer service users **equal access to services**
- Help people be **included** with job and volunteering options
- Develop links with **Greenwich University** and other



Greenwich Leisure

colleges to make **life long learning options** accessible

- Support day services to use **mainstream and community facilities** more
- Review **transport and mobility services** across the Council and partner agencies.



Transport services

3.2.3 Helping people to be - and to feel - safer

Reducing crime and the fear of crime is a top priority for Greenwich residents. Fear of crime often means people feel alone and lose confidence and independence.

We will:

- Advertise the **Home Safe Scheme, Crime Prevention and Fire Safety advice**
- Work with the **Safer Greenwich Partnership** to make sure the needs of disabled people are met
- Advertise **community alarms and other equipment** for people who are worried about crime
- Include **Greenwich Telecare** to provide support for vulnerable Adults



3.3 Helping people to make a positive contribution

Priorities

- To involve people in **planning, buying, developing and evaluating services**

3.3.1 Increasing opportunities for people to be involved

We will:

- Strengthen the way all our services seek and use **feedback from service users**
- Develop more and better **community events**
- Provide **better information about our plans** so it is easier for people to get involved
- Find new ways for people to get involved in their **local**



Getting involved in the local community

communities, helping them gain skills and the confidence to do this.

3.4 More choice and control

Priorities

- To make **information** and **access to information better**
- To enable people to make **their own decisions** about their care service
- To strengthen **community services** to support more people to live independently



Better information

3.4.1 Improving information and access to information

Good information is important in giving people more **choice and control**.

We will:

- Make it easier to get information through the **Greenwich Modernisation change programme**.
- Develop accessible information and websites



Accessible websites

3.4.2 Giving people more choice and control over their lives

We will:

- Make sure that our assessment and care management work well and are **person centred**
- Manage **risk** better so people can take control over decisions about their lives
- Increase the number of people using **direct payments**
- Increase take up of the Independent Living Fund
- Develop **Individual Budgets**



Person-centred services

3.4.3 Better community services to support people to live independently at home

We will:

- Make more use of **assistive equipment** and begin the **Greenwich Telecare Strategy**
- Promote **recovery from illness** better
- Make **home care services** better and better value for money
- Provide **different living choice** for people with a learning disability, physical and sensory disability and people with a Mental Health need.
- Make it easier to get the right sort of housing through:
 - Developing individual service area plans
 - Advertise **housing improvement grants**
 - Making best use of **adapted property**
 - Advertise the **Handyperson Scheme**



Equipment for independent living

3.5 Making sure people are free from discrimination or harassment

Priorities

- To make sure there is **fair access** to our services
- To make services better for **people from minority communities**
- To have the best arrangements for **identifying and safeguarding vulnerable adults**



Handyperson Scheme

3.5.1 Making sure there is fair access

We will:

- Make sure our **eligibility criteria** are applied well to make sure there is **Fair Access to Care Services**
- Make sure all services are accessible and right for **people with disabilities** and for **people from different**



cultures - making sure they can get **advocacy and interpreting services**

3.5.2 Better services for people from minority communities

- Make how our services respond to the needs of **black and minority ethnic communities** better
- Make sure service users and carers from black and minority ethnic communities are **represented in planning and commissioning groups**
- Deal with **harassment** better



Dealing with harassment

3.5.3 Keeping vulnerable adults safe

We will:

- Make sure the way we protect vulnerable adults works and is used by **all agencies**

3.6 Promoting economic well being

Priorities

- To help more people to get **training and jobs**
- To get people to apply for **welfare benefits**

3.6.1 Supporting people to train and work

We will:

- Work more closely with **Learning and Skills Council, GLAAB** and the **Job Centre** and look at voluntary sector job services
- Use **education, training, rehabilitation** and **work** more within services
- Help **carers** to continue in work, or return to work
- Working with the Olympic work stream, involve people with a disability in the **volunteering scheme**.



Training and jobs

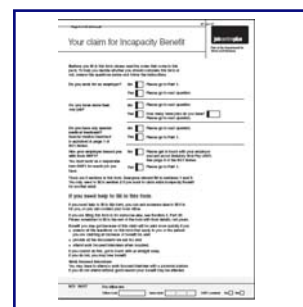


Working in real jobs

3.6.2 Getting people to apply for benefits

We will:

- Work to get better **benefit take up, advice and information**.
- Set up a joint team with DWP to make sure clients get a **single, full assessment** and do not have to answer questions from the two agencies
- Target the **most deprived areas of the borough**



Claiming benefits

3.7 Ensuring personal dignity

3.7.1 Raising Service Standards

We will:

- Make sure services treat people with **dignity**
- Deal with **complaints** better
- Develop service specifications which are linked to performance monitoring.



Dealing with complaints better

4. Making it happen

We need to strengthen our management arrangements.

Priorities

- To make **management information** better
- To **plan and buy services** better
- To **manage our money** better
- To make **care management** stronger
- To **develop staff**



Managing our money better

4.1 Making management information better

Good information about people's needs, services, costs and outcomes is important to make services better.

We will:

- Bring in a new information system, **Framework-I**
- Make sure all staff **record information** as required
- Make better use of management and performance information



Better use of information

4.2 Better planning and commissioning

We need to plan and buy services so there is a range of services that provide value for money support that meet the needs of **all** our service users.

This will mean more joint commissioning with the health service. We will also involve service users better in developing and checking services.

We will:

- Develop new ways for service users and carers to be involved in buying services
- Identify the needs of all service user groups and carers better and write clear **commissioning guidelines**
- Introduce clearer **agreements and specifications** for services
- Support **black and minority ethnic organisations** so they can provide more services.
- Strengthen how we **monitor** services
- Make sure that all services offer **value for money**.
- Increase joint commissioning with the Primary Care Trusts and Supporting People to make services better and offer better value for money
- Spend money on **earlier intervention and prevention**
- Make sure people with low incidence conditions get the support they need by working with **neighbouring authorities** and **specialist national providers**
- Bring together **business and service planning** with **financial and performance management**



Checking if services offer value for money

4.3 Better use and management of resources

We will:

- Apply our **eligibility criteria** fairly (so the people who need services, get them)
- Make sure the money going to each service area or client group is **fair** and based on their need
- Make our arrangements for **financial assessments** and **charging for services** better

4.4 Making Care Management better

Care management is important in getting good results for service users and in making sure resources are well used. We will make it better.

We will:

- Make sure people have fair access to high quality assessment and care management services by:
 - Setting **standards** for care management
 - More **consistency** in quality, speed of response and outcomes across teams
 - **Bringing down waiting times**
 - Increasing the number of people who receive **care plans** after assessment
 - Making case recording better
 - Doing better care planning and reviews
- Deliver a **person centred approach** to assessing people's needs and managing their care by **working closely with health services**
- Follow council policies for **Fair Access to Care** eligibility criteria
- Make sure people can move easily between services - from the care of the Children's to Adult Services.



Better care management



Person-centred services

4.5 Developing staff

We need to develop staff to make sure that there are the people and skills to delivery high quality services.

We will:

- Offer training schemes and professional development.
- Make sure training resources are targeted at **all** providers to meet key targets for qualified staff.



Staff training

5. Links to other initiatives and partners

The **Greenwich Strategy (2003 - 2010)** is the plan for the development of the Borough. Greenwich was selected to be a test site for **Local Area Agreements** and these agreements allow us to work more flexibly with our partners to improve services across the Borough.

One of the areas covered by the agreement is **Healthier Communities and Older People** which promotes health and better quality of life.



Greenwich Strategy

6 Having your say and get involved

Comments

- Have we missed important things that should be included in the plan?
- Have we missed any **important ideas** that should be included in the plan?



Have your say!

Getting involved

- Do you want to be more involved in developing this strategy?

Please send your reply to:

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