

Summary of the White Paper - Caring for our future: reforming care and support'

In this report we follow the broad structure of the white paper and provide summary extracts and lists of the key proposals (and sub-proposals) within each of the main chapters. **The proposals likely to have the biggest impact for CEC are highlighted**

1. Introductory Chapters

The paper acknowledges that 'Our system of care and support, developed in a piecemeal fashion over more than six decades, is broken and in desperate need for reform'

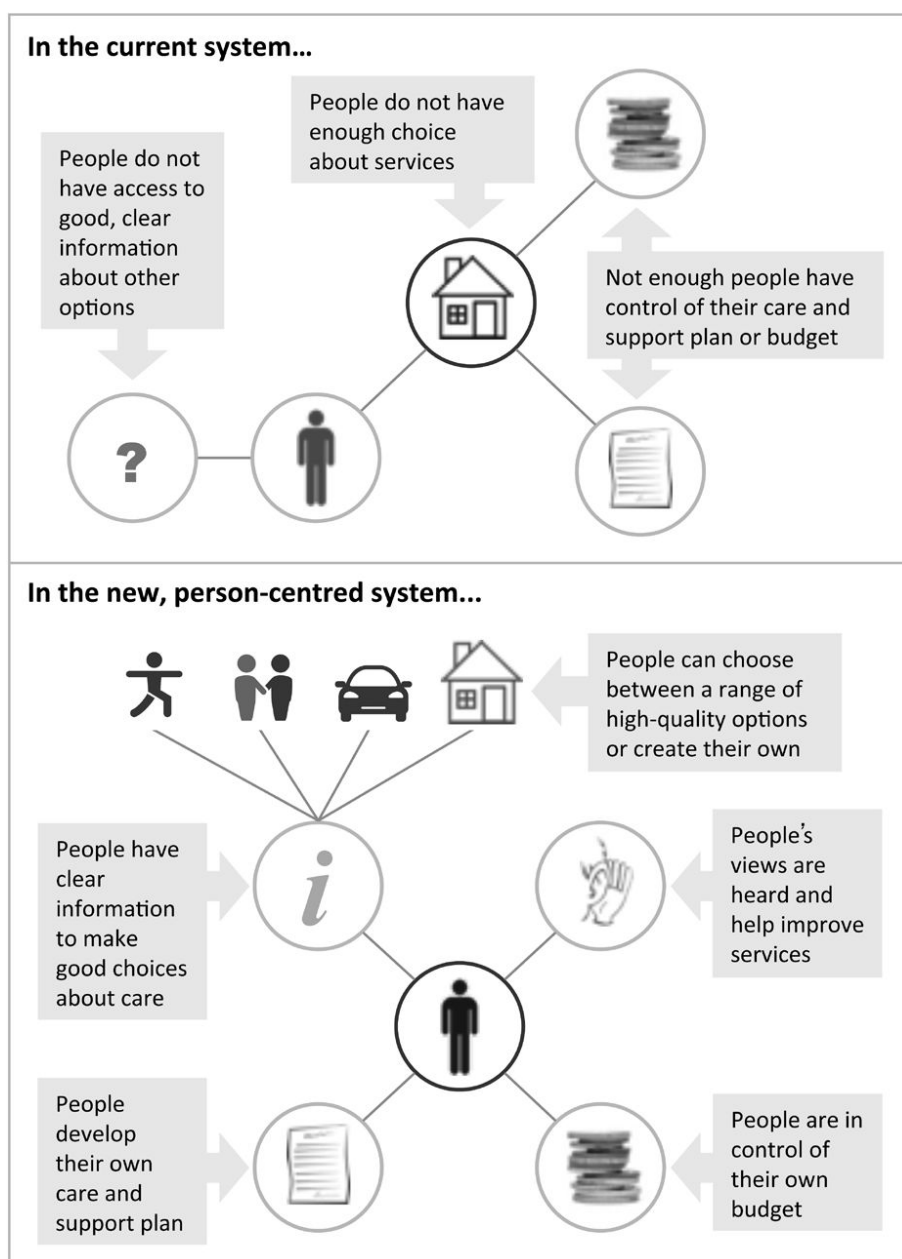
Two core principles lie at the heart of this White Paper. The first is that we should do everything we can – as individuals, as communities and as a Government – to prevent, postpone and minimise people's need for formal care and support. The system should be built around the simple notion of promoting people's independence and wellbeing.

The second principle is that people should be in control of their own care and support. Things like personal budgets and direct payments, backed by clear, comparable information and advice, will empower individuals and their carers to make the choices that are right for them

The Reasons for Reform

- Too often the system only reacts to a crisis;
- Society is not making the most of the skills and talents that communities have to offer;
- People do not have access to good information and advice;
- Access to care varies across the country and is confusing;
- Carers have no clear entitlement to support;
- Not all care is good. The quality of care is variable and inconsistent;
- People often feel 'bounced around' and have to fight the system to have the joined-up health, care and support they need;
- Our growing and ageing population is only going to increase the pressures on the current system.

The Vision



2. **“I am supported to maintain my independence for as long as possible”**
 Care and support will be transformed to focus on people’s skills and talents, helping them to develop and maintain connections to friends and family. Communities will be encouraged and supported to reach out to those at risk of isolation and people will be able to access support, including better housing options that help to keep them active and independent.

Proposals to:

- create shared measures of wellbeing across the 2013/14 editions of both the Public Health and Adult Social Care Outcomes Frameworks, with a particular focus on developing suitable measures of social isolation;

- b) legislate to introduce a clear duty on local authorities to incorporate preventive practice and early intervention into care commissioning and planning;
- c) involve communities in decisions around health and care services, through local Healthwatch and health and wellbeing boards;
- d) support social workers to connect people at risk of isolation to community groups and networks, using evidence from the Social Work Practice Pilots;
 - *The Social Work Practice Pilots aim to liberate social workers from case management, allowing them to focus on promoting active and inclusive communities, and empowering people to make their own decisions about their care.*
- e) support My Home Life and national care provider organisations to work with their members to develop 'open care homes' that build links with their local community; stimulate the development of time banks, time credits and other approaches that help people share their time, talents and skills with others in their community; develop, in a number of trailblazer areas, new ways of investing in supporting people to stay active and independent, such as Social Impact Bonds;
 - *Social Impact Bonds are a way of attracting investment to provide up-front funding for the development of new and innovative services. Social investors weigh the social and financial returns they expect from an investment in different ways. They will often accept lower financial returns in order to generate greater social impact. We will explore whether Social Impact Bonds can be used in care and support to help people live independent lives. As a type of 'payment by results' tool, the Bonds ensure that taxpayer funding is used only if services are successful. Further details about the process for establishing the trailblazers will be published in autumn 2012.*
- f) to establish a care and support evidence library to act as a bank of best practice in prevention and early intervention;
- g) establish a new care and support housing fund, worth £200 million over five years, to support the development of specialised housing for older and disabled people;
- h) work with Home Improvement Agencies to extend their services to more people who fund their own adaptations and ensure that people obtain timely support and advice.....
 - *We will take forward the Three Million Lives campaign, launched in December 2011, which will accelerate the roll-out of telehealth and telecare in the NHS and social care during a five-year programme to develop the market. This is being supported by an investment of up to £18 million over four years by the Technology Strategy Board, to demonstrate how assistive technology can be delivered on a at greater scale. We will set out the incentives and support for widespread adoption of assistive technology later this year.*

3. "I understand how care and support works, and what my entitlements and responsibilities are"

Better national and local information will help people to understand the options available to them and help them to plan and prepare for their care and support. Greater consistency in access will give people the confidence to move around the country. Major new entitlements for carers will mean that they are better supported to carry out their caring role and to maintain their own health and wellbeing.

Proposals to:

- a) Establish a new national information website to provide a clear and reliable source of information on care and support;

- b) Support local authorities to develop new online services that provide people with more consistent and more easily accessible information about their local care and support options, with start-up funding of £32.5 million;
- *The Government will legislate to ensure that local authorities provide a comprehensive information and advice service*
 - *We will legislate to ensure that people get information on how the care and support system works locally and how people can access care and support, regardless of whether they are entitled to any state-funded support towards the costs of their care.*
 - *We expect to see all local authorities radically improving their online information and support services*
- c) Introduce greater national consistency in access to care and support, through a national minimum eligibility threshold;
- *Once implemented, local authorities will be free to set their eligibility threshold at a more generous level, but will not be able to tighten beyond the new national minimum threshold.*
 - *Given the commitment to a national threshold, and the funding in this Spending Review, there should be no need for local authorities to tighten current eligibility thresholds.*
- d) Remove the barriers that keep people from moving to a new home in a different Local authority area, by ensuring no-one's care and support is interrupted;
- *We will legislate to require local authorities to continue to meet the assessed needs of people who have moved into their area immediately, until they carry out a new assessment of their own.*
 - *The draft Care and Support Bill also sets out new duties on the local authorities involved to share information to encourage a smoother transition. This will include the ability for people to request an assessment before they move home.*
- e) Require NHS organisations to work with their local authority partners and local Carers organisations to agree plans and budgets for identifying and supporting carers;
- f) Work with the employers for carers forum to produce and publish a road map Setting out action to support carers to remain in the workforce;
- g) Transform support for carers by extending the right to an assessment, and introduce a new entitlement to support for them to maintain their health and wellbeing.
- *We want people to have choice and control over who carries out their assessment. The Social Work Practice Pilots programme is already supporting new providers, including social enterprises and the independent sector, to offer assessment and care management, so that people have more choice over this important aspect of their care and support*
 - *The Government expects the NHS to work with its local authority partners and local carers' organisations to agree plans for identifying and supporting carers, and to publish them by 30 September 2012.*
 - *From April 2013 the NHS Commissioning Board and clinical commissioning groups will be responsible for working with local partners to ensure that carers are identified and supported*
 - *We will set a national minimum eligibility threshold for support for carers, just as we will for people who use services.... there will be a duty on local authorities to provide support to carers, which will be equivalent to that for people who use services.*

Note: Recognising armed forces veterans

In recognition of the contribution made by armed forces personnel injured whilst on active service the Guaranteed Income Payments made under the

Armed Forces Compensation Scheme will, from October 2012, not be required to be used to pay for social care arranged by the public sector.

4. “I am happy with the quality of my care and support”

People will be empowered to make decisions about their own care and support due to radical improvements to information on the options available to them. People using care and support will be listened to, and local authorities and care providers will be able to respond more effectively to what people want and the concerns they have. This will drive improvements to the quality of care and support so that people are confident that it will be of a high standard.

Proposals to:

- a) Set out clearly what good-quality care looks like and what people should expect when using care and support;
- b) Ban age discrimination in health, care and support from October 2012;
- c) Give people access, from today, to clear information about the quality of Individual care providers;
 - From today, every registered residential or home care provider will have a provider quality profile on the NHS and social care information website at www.nhs.uk.
 - Within 12 months, the Government will enable open access to the data on the provider quality profile, to support the production of independent quality ratings that are easy to understand and continually updated.
 - To promote better transparency the Ombudsman is committed to publishing data on complaints, and how these were resolved, by 2013
 - The Government is also establishing new local Healthwatch organisations from April 2013. Local Healthwatch will be the local consumer champion for social care and health. Volunteers will have an important role to play in carrying out the functions of local Healthwatch including, for example, visiting care homes. We expect that local Healthwatch organisations will make active use of their power of entry, allowing them to visit any care services in their local area
- d) Work with a range of organisations to develop comparison websites that make it easy for people who use services, their families and carers to give feedback and compare the quality of care providers;
- e) Refer home care to the National Institute for Clinical Excellence as the topic for a quality standard, as part of a library of care and support quality standards to be developed from April 2013;
- f) Pilot a new care audit in 2013 to highlight how well residential care providers are delivering dementia care, encouraging them all to improve their care;
- g) Put action to protect people from abuse and neglect on a statutory footing, with clear duties on local authorities, the police and the NHS to work together to keep people safe;
 - Local authorities, as the lead organisations, will have a responsibility for convening a statutory Safeguarding Adults Board, with core membership from police and NHS Organisations
 - Local authorities will be clearly empowered to make safeguarding enquiries, and Boards will also have a responsibility to carry out safeguarding adults reviews.
 - Consult specifically on whether a new power should be created for local authorities to access and see a person who may be at risk of abuse or neglect, in cases where the local authority may not otherwise be able to carry out a safeguarding enquiry
- h) Rule out crude ‘contracting by the minute’, which can undermine dignity and choice for those who use care and support;

- i) Consult on further steps to ensure service continuity for people using care and support should a provider go out of business.
 - *Local authorities have a duty to provide accommodation to anyone – publicly or self-funded – who has an urgent need for care which is not otherwise available*

Additional Notes:

The Government will introduce a duty upon local authorities to promote diversity and quality in the provision of services.

We are offering support to every local authority to create a market position statement or to develop their existing one

5. “I know that the person giving me care and support will treat me with dignity and respect”

People’s experience of care and support depends heavily on the sensitivity and compassion of the care workers who work with them. By setting out clear minimum training standards, recruiting more apprentices and supporting the transformation of the social work profession, we will ensure that people are confident that they will be able to develop trusting and rewarding relationships with those giving them care and support.

Proposals to:

- a) Place dignity and respect at the heart of a new code of conduct and national minimum training standards for care workers;
 - *In addition, we will work with care providers, service users and carers to develop a sector-specific compact, including a skills pledge, to promote culture change and skills development. This will set a framework for agreement between employees and employers to improve skills, competencies and behaviours. As part of this work we would expect local authorities and care providers to identify the appropriate proportion of available resources to support training and development as part of the commissioning process. The compact will be published by the end of 2013.*
- b) Offer personal assistants (PAs), and their employers, greater support and training to improve recruitment, retention and the quality of the care and support they deliver;
- c) **Focus the role of social workers on interpersonal support, to promote choice and control, and to better meet people’s needs and goals;**
 - *The Government remains committed to supporting the social work reform programme developed by the Social Work Reform Board.*
- d) Appoint a chief social worker by the end of 2012, to provide a leadership role for the social work profession and to drive forward social work reform;
 - *We support the Munro Review recommendation for the appointment of Principal Social Workers for Children’s Services in each local authority. We also support the development of an equivalent role in adult services. Principal Social Workers should be responsible for quality assuring the safety of practice, and facilitating feedback between front line staff, management and the Chief Social Worker.*
- e) Train more care workers to deliver high-quality care, including an ambition to double the number of care apprenticeships to 100,000 by 2017;
- f) Expand the care ambassadors scheme to promote a positive image of the sector, making links with schools, colleges, and careers and job services;
- g) Establish a new leadership forum, to develop the leadership skills and abilities of people at every level of care and support; and strengthen the status of registered managers as critical leaders and advocates for quality care.

6. “I am in control of my care and support”

People will have control of their own care and support, so they can make decisions about the options available. We will give people an entitlement to a personal budget, and will strengthen our ambitions on direct payments. Care and support will focus on meeting people’s individual needs and helping them to achieve their aspirations. People will not have to fight against the system: health, housing and care services will join up around them.

Proposals to:

- a) Legislate to give people an entitlement to a personal budget as part of their care and support plan, and will strengthen our ambitions on direct payments;
 - *Our goal remains that everyone who is eligible for ongoing non-residential care should have a personal budget, preferably as a direct payment, by April 2013. We expect local authorities to meet that goal*
- b) Improve access to independent advice and support to help people who are eligible for support from their local authority to develop their care and support plan and to choose how their needs could be met;
 - *This will require local authorities to develop and commission a range of independent advice and support options*
 - *We also want local authorities to help people who are funding their own care and support to make choices, plan and arrange services. The draft Care and Support Bill sets out our plans to enable everyone to request the assistance of their local authority with the development of a care and support plan for their eligible needs. This will be part of the local authority’s offer to everyone in its area with care and support needs. It would be subject to a reasonable charge for those who can afford it.*
- c) Develop, in a small number of areas, the introduction of direct payments for people who have chosen to live in residential care, in order to test the costs and benefits (Expressions of interest will be invited shortly)
- d) Change the charging system for residential care from April 2013, so that the income that people earn in employment is exempt from residential care charges;
- e) Invest a further £100 million in 2013/14 and £200 million in 2014/15 through joint funding between the NHS and social care to support better integrated health and care services;
 - *The draft Care and Support Bill also sets out a duty on the local authority to promote the integration of services, along similar lines to the duty on the local NHS already enacted by the 2012 Act. In addition, the draft Bill will provide for further duties of co-operation which encourage local partners to work together to improve the wellbeing of local people.*
 - *Personal health budgets are currently being piloted in the NHS in England. A personal health budget is an amount of money that is allocated from the NHS to an individual, with a care plan, to allow them to meet their health and wellbeing needs in a way that best suits them. As personal health budgets are extended beyond the pilot sites, subject to the current evaluation, we will make it straightforward for people to combine them with personal social care budgets so that they can make the most of the support to which they are entitled.*
- f) Place a duty on local authorities to join up care and support with health and housing where this delivers better care and promotes people’s wellbeing;
 - *We will publish a Social Care Leadership Qualities Framework in summer 2012 to complement the existing NHS Leadership Framework*
- g) Develop plans to ensure that everyone who has a care plan has a named professional with an overview of their case and responsibility for answering any questions they might have;

- h) Work with partners to remove barriers and promote the widespread adoption of Integrated care;
- i) Develop models of coordinated care for older people;
 - *Good re-ablement, intermediate care and post-discharge support means that older people returning home after a stay in hospital should have a temporary support plan that helps them to regain their independence and ensures they are not pressurised into a decision about long-term support which is not right for them.*
- j) Improve the access that people living in care homes have to a full range of primary and community health services.

Note re transitions:

Moving from children's to adults' services, at age 18, is a key transition point. The Government's Green Paper *Support and aspiration: a new approach to special educational needs and disability* sets out plans to develop a new birth to- age-25 assessment process and a single plan incorporating education, health and social care assessments. The Green Paper also sets out our plans to introduce personal budgets for families with an education, health and care plan from 2014. In addition, we will legislate to give adult social care services a power to assess young people under the age of 18.

7. Delivering the vision

- a) The draft Care and Support Bill will clearly set out the role of local authorities in a modern care and support system. It will reflect a reformed system in which people's needs, goals and aspirations are central to the way that care and support operates, and people have choice and control over how these are met.

Increasingly, the role of local authorities will no longer centre on the purchasing and provision of care and support. Instead, authorities will be expected to take a leadership role: identifying the needs of the local population, supporting the informal and community networks that can help people stay independent, and ensuring that people have a diverse and responsive choice of options.
- b) We will launch a new Care and Support Transformation Group, which will act as an important forum for challenge and peer support. The group will be made up of local authorities, care providers, the voluntary sector, people who use services and carers. We expect the group will challenge all those taking forward the White Paper to stretch our collective ambitions:
- c) We will also create a Care and Support Implementation Board, which will have ownership of the implementation plan, with members of the board assuring on the delivery of specific milestones. The implementation board will bring together the organisations that have lead responsibility for key outputs from this White Paper.