<u>Appendix 1 - Cabinet Report – Unregulated and Informal Support – Strategic Direction of Travel and Market Development - Adult Social Care</u>

<u>OUTCOME 1: OUR LOCAL COMMUNITIES ARE STRONG AND SUPPORTIVE</u>
<u>OUTCOME 2: CHESHIRE EAST HAS A GROWING AND RESILIENT ECONOMY</u>
<u>OUTCOME 5: LOCAL PEOPLE LIVE WELL AND FOR LONGER</u>

1.   Adult Social Care – Delivering on Council Outcomes
**   - The Direction of Travel for Non-Regulated, Informal Support**

The blue print for the future is for the Council and partners to enable adults to be self-reliant and healthy for as much of their lives as possible.   The goal is to make Cheshire East a place where strong communities, including businesses, create that self-reliance.

In this context the informal and unregulated support for vulnerable adults and their carers needs to change to maximise the opportunities for self-reliance, independence, and healthy lives.   This report summarises the proposed strategic direction of travel for non-regulated, informal support for people with social care eligible needs.

Quality informal support is needed that meets the objectives of:
         encouraging prevention of ill-health or dependency
         accessing early help to maintain or regain health and independence
         promoting self-reliance and community inclusion to increase well-being
         personalisation and open choice

This paper outlines the direction of travel for this informal support to ensure its contribution to these objectives.   Changes are needed to the ethos and objectives of informal support to help more citizens to avoid or delay a loss of independence. It will also enhance well-being both physical and emotional. The majority of vulnerable adults express a wish to be as independent as possible.

This requires:

- A substantially increased range of options in a diverse market that enable self-help, self-reliance and healthy lives
- A wide range of options so that personalised open choices can be made
- An ethos that positively promotes self-reliance and healthy lives

- Access to quality, timely, information and advice to encourage effective and personalised open choices
- Personalised budgets – so that individuals with eligible social care needs can buy what they prefer to meet those needs
- Commissioning with or seeking alignment from a range of partners and service areas who can also refocus (redesign) their resources to contribute to the self-reliance and healthy lives objectives. This must maximise all of the assets in Cheshire East including commercial enterprises as well as public, voluntary and faith sectors.

2. **Strategic Commissioning Intentions – To Fit the Direction of Travel**

To deliver on the direction of travel strategic commissioning capacity will focus on developing:-
- A wider range of appropriate support options in all localities, for different needs and preferences and using all potential providers/contributors
- Personalised budgets
- Accessible, quality advice and information

Market development needs to maximise all potential routes for support including for example existing commercial businesses, new businesses, social enterprises (and similar), voluntary groups, faith groups, interest groups, tenant groups, civic societies, town and parish councils etc.

An illustration would be encouraging local pubs, restaurants, hotels, social clubs, leisure facilities etc. to tailor new 'offers' to vulnerable people and interest groups to provide daytime activity opportunities that people specifically want. Individuals can pay for those activities with personal budgets. This helps local businesses and community facilities to thrive and grow at the same time as providing personalisation and open choice. There are local examples of this but currently they are a very small part of the market for support. Growing new examples or expanding good examples has not been a commissioning priority; this will be prioritised in future to deliver on the direction of travel.

It is well-established that prevention and early intervention is the best means of contributing to healthy lives. The wider determinants of health include transport, noise, violence, housing, fuel poverty and use of outdoor space. In addition social isolation is recognised as a factor that will increase the likelihood of a need for support. The market developments will ensure all these factors are addressed within the informal support system.

3.   The Current Informal Support Market Position – High Level Assessment

General Support for All Vulnerable Adults

3.1 Advice and Information

Some good advice and information is available but overall this support is patchy, duplicative, silo-based and not universally accessible. It has not been subject to a strategic commissioning approach. The result is that some vulnerable people and their carers may be missing (not having) opportunities to increase independence and well-being.

3.2   Community Inclusion and Diverse Social Networks

All vulnerable adults need opportunities to participate in the community and enjoy supportive and diverse social contacts. Adults who may require social care can sometimes be isolated from these opportunities because of the way that support is designed. Support can tend to group people based on their vulnerability rather than exploring ways to engage in the community.

3.3   Older People

There is a generally traditional set of options available that individuals are 'fitted into' in groups rather than options that are tailored to the individual. Often these options are designed for doing things for people rather than helping them to do themselves, this can encourage further loss of capacity and diminishing self-reliance.

There are only a small number of options that actively promote self-help and self-reliance, early intervention/prevention and healthy ageing.
There is little activity dedicated to ensuring the contribution of older people in communities is valued and that individuals can fully participate and are not socially isolated.

3.2   Learning Disability

Activity that increases social inclusion and community support is under-developed, but there are good examples where individuals are being supported in the community informally.

There are good examples of a more tailored approach using personal budgets for people with learning disability but these are relatively limited at present.

Individuals who could be more self-reliant, for example cooking for themselves, can instead receive care that does things for them rather than teaches them how to do for themselves. Informal support can provide new skills and learning to increase independence and well-being.

Assistive technologies have not yet been fully exploited to enable adults with learning disability to gain greater independence and self-reliance. A pilot of assistive technology use for these adults is about to commence. Occupational opportunities and supported employment offers some individuals the option of work-based day activity.

3.3 Mental Health

The informal support options for people with mental health needs are under-developed. One of the key strengths locally is the use of a recovery model of intervention. However for recovery to sustain people need to then access ways of building up their skills and capacity for example so that they can gain employment. It is this type of support that could be enhanced in the new direction of travel.

4. ProgressTo Date on Developing the Informal Support Market that Could Meet the Direction of Travel

There are a number of key changes that have already been made that can support the future direction of travel, for example:

- There has been a tendering process to move investment in informal support into a more coherent and commissioned network; historically grants had been given. This has created some of the market shaping needed to deliver on the direction of travel but is only a small portion of the assets in Cheshire East. There is a current further retendering of that support to continue to ensure that the support is developing in the right ways. Currently these support options are provided through the voluntary sector.

- Adult Social Care staff provide a 'matching' service between an individual and informal support opportunities. This provides a personalised approach tailored to what the person wants to achieve. This staff capacity is limited but very effective. This tested model could be expanded, by remodelling of investments, to further deliver on the new direction of travel.

- There has been an increase in the numbers of people with personal budgets over the last three years. This has laid good foundations for expanding a personalised approach that offers open choice.

5. Commissioning - Next Steps
Developing an Informal System of Support that Builds Self-reliance, Independence, and Healthy Lives

This will be an on-going piece of commissioning work over the next two years to implement the direction of travel changes across all vulnerable groups. The current informal support assets in Cheshire East will be included in a review to provide a detailed position statement. Businesses, communities, voluntary and faith and all public agencies will be considered for their contribution to the objectives. This will then inform a detailed commissioning plan to develop the future informal support market to meet the objectives of self-reliance, independence and healthy lives.

Some of the key elements of the support needed are outlined below.

5.1 Advice and Information

A coherent advice and information system will be commissioned, ideally across the public, voluntary and business sectors. The system needs to be resourced to provide regularly updated and localised information. This should include the range of informal support options and how they can enable self-reliance, independence, and healthy lives.

5.2 Community Inclusion and Diverse Social Networks

All vulnerable adults need opportunities to participate in the community and enjoy supportive and diverse social contacts. Adults who may require social care can sometimes be isolated from these opportunities because of the way that support is designed. Support can tend to group people based on their vulnerability rather than exploring ways to engage in the community.

5.3 Older People

- Attitudes/culture
    Building support and culture that is 'asset' based i.e. focusing on what older people can do and the informal support they can access

- A substantially increased range of options, in a diverse market, that enable self-help, self-reliance and healthy lives and provide for personalised open

choices. These options will address a range of needs for example (not exhaustive):-

Dementia
        dementia friendly communities
        piloting preventative interventions
Physical health and well-being
        Physical activity and daily tasks to maintain strength and
        capacity to be self-reliant/independent
        Healthy eating
Emotional well-being
        Countering the risk of social isolation
        Enabling open choice and control
        Enabling independence

5.4   Learning Disability

The Learning Disability Lifecourse Review will produce ideas for informal support options that can be developed or enhanced to meet the direction of travel.

Key areas for development:

- Attitudes/culture
        Building support and culture that is 'asset' based i.e. focusing
        on what people with Learning Disability can do and the informal
        support they can access
- A substantially increased range of options, in a diverse market, that enable self-help, self-reliance and healthy lives and provide for personalised open choices. These will address a range of needs for example (not exhaustive):-

        Physical health and well-being
                Physical activity and daily living skills to build self-
                reliant/independent lives
                Healthy eating
        Emotional well-being
                Community inclusion
                Enabling open choice and control
                Enabling independence
                Using assistive technologies to increase independence

5.5   Mental Health

Promoting good mental health is a priority for the Health and Well-being Strategy and for Public Health Outcomes. For those people who need social care support the ability to access more informal help to integrate and be successful in the community through work for example is critical to sustaining recovery.

Key areas for development:

> Creating a diverse market of informal support options to provide pathways to help people fully integrate into all aspects of community life.