

T&W Councils Draft Response to:

“Caring for our future: shared ambitions for care and support” – an engagement with people who use care and support services, carers, local councils, care providers, and the voluntary sector about the priorities for improving care and support.

1. What is the engagement process about

On 15 September 2011, the Government launched *“Caring for our future: shared ambitions for care and support”* – an engagement with people who use care and support services, carers, local councils, care providers, and the voluntary sector about the priorities for improving care and support.

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@p/g/documents/digitalasset/dh_130455.pdf

The document sets out:

- **“What is care and support?”**

Help that people need to live independent, active and healthy lives and be part of the community. This could include practical help and emotional support to undertake day to day activities that many take for granted. It is something that affects us all through a family member and many of us will need care and support sometime in our lives. It is provided by a range of people and organisations.

- **“Why do we need to change the care and support system?”**

Society is changing and we need to ensure the whole system is sustainable for the long term. People want greater choice and control over their care and support. People’s expectations are rising. Care is expensive, and people often face very high care costs without being able to protect themselves.

- **“What has the Government done already?”**

Published a “Vision for Adult Social Care”. Set out priorities for helping carers in the “next steps for the carers’ Strategy”. Asked the Commission on the Funding of Care & Support to look at options for reforming how people should pay for care and support

- **“What is the engagement process about?”**

Over a 3 month period the Government will be seeking the views of people who use care and support services, carers, local councils, care providers, and the voluntary sector about how they improve the care and support system and what the priorities for change are.

They will use the recommendations of two independent Commissions and a Funding Review who have reported recently as the basis for the engagement process:

- The Law Commission recommendations for simplifying social care law – the law is outdated, confusing for people to know what they are entitled to and needs consolidating into a single, modern adult social care statute
- The Funding of Care and Support Commission (Dilnot) recommendations for reforming the way that people pay for care and support – the amount people have to spend on care over their lifetime should be capped but people should always pay towards their non care related living costs and the current means-tested system should be extended so that more people can get public help to pay for care
- The Palliative Care Funding Review – sets out how a fair and transparent funding system could be created, ensuring integrated care for people at the end of life

However the Government states that it wants to have a wider discussion about every aspect of the system hence this wider engagement exercise.

- **“How will the engagement exercise work?”**

To have this wider discussion the Government has set out 6 areas where they believe there is the biggest potential to make improvements to the care and support system

- **Quality – What are the priorities for promoting improved quality and developing the future workforce?**
- **Personalisation – What are the priorities for promoting increased personalisation and choice?**
- **Integration – How can we take advantage of the Health & Social care modernisation program to ensure services are better integrated around people’s needs?**
- **Prevention – What are the priorities for supporting greater prevention and early intervention?**
- **Shaping local care services – What are the priorities for creating a more diverse and responsive care market?**
- **The role of the financial services – What role could the financial services market play in supporting users, carers and their families?**

The government sets out a number of questions against each of these 6 areas in a “Feedback Form”

- **“How you can tell us what you think”**

The Government has asked a key leader from the care and support community to help the government lead discussions around each of the 6 areas.

There is a feedback form that can be completed by individuals, organisations and returned by the 2nd December 2011 available at www.caringforourfuture.dh.gov.uk

- “What happens next?”

Following the engagement exercise the Government will publish the White Paper on Social Care and a “progress report” on funding reform in the Spring of 2012 .

2. Response to the Engagement Process

Specific comments:

1. **Quality – What are the priorities for promoting improved quality and developing the future workforce?**

a. Should there be a standard definition of quality in adult social care as quality can often be interpreted differently? What do we mean by it and how should it be defined? How could we use this definition to drive improvements in quality?

Comment:

b. How could the approach to quality need to change as individuals increasingly fund or take responsibility for commissioning their own care? How could users themselves play a stronger role in determining the outcomes that they experience and designing quality services that are integrated around their personal preferences?

Comment:

c. How could we make quality the guiding principle for adult social care? Who is responsible and accountable for driving continuous quality improvement within a more integrated health and care system?

Comment:

d. What is the right balance between a national and local approach to improving quality and developing the workforce? Which areas are best delivered at a national level?

Comment:

e. How could we equip the workforce, volunteers and carers to respond to the challenges of improving quality and responding to growth in demand? How could we develop social care leadership capable of steering and delivering this?

Comment:

f. How could we improve the mechanisms for users, carers and staff to raise concerns about the quality of care? How could we ensure that these concerns are addressed appropriately?

Comment:

2. Personalisation – What are the priorities for promoting increased personalisation and choice?

a. How could we change cultures, attitudes and behaviour among the social care workforce to ensure the benefits of personal budgets, including direct payments, are made available to everyone in receipt of community based social care? Are there particular client groups missing out on opportunities at the moment?

Comment:

b. What support or information do people need to become informed users and consumers of care, including brokerage services? How could people be helped to choose the service they want, which meets their needs and is safe too? How could better information be made available for people supported by public funds as well as those funding their own care?

Comment:

c. How could the principles of greater personalisation be applied to people in residential care? Should this include, as the Law Commission recommends, direct payments being extended to people [supported by the State] living in residential accommodation? What are the opportunities, challenges and risks around this?

Comment:

d. How could better progress be made in achieving a truly personalised approach which places outcomes that matter to people, their families and carers at its heart? What are the barriers? Who has responsibility and what needs to change (including legislative)?

Comment:

3. Integration – How can we take advantage of the Health & Social care modernisation program to ensure services are better integrated around people's needs?

a. What does good look like? Where are there good practice-based examples of integrated services that support and enable better outcomes?

Comment:

b. Where should services be better integrated around patients, service users and carers – both within the NHS, and between the NHS and local government services, in particular social care (for example, better management of long term conditions, better care of older people, more effective handover of a person's care from one part of the system to another, etc)?

Comment:

c. How can integrated services achieve better health, better care and better value for money?

Comment:

d. What, if any, barriers to integration should be removed, and how can we incentivise better integration of services at all levels?

Comment:

e. Who needs to do what next to enable integration to be progressed in a pragmatic and achievable way?

Comment:

f. How can innovation in integrated care be identified and nurtured?

Comment:

4. Prevention – What are the priorities for supporting greater prevention and early intervention?

a. What do good outcomes look like? Where is there practice-based evidence of interventions that support/enable these outcomes?

Comment:

b. How could organisations across the NHS and Local Government, communities, social enterprises and other providers be encouraged and incentivised to work together and invest in prevention and early intervention including promoting health and wellbeing?

Comment:

c. How could we change cultures and behaviour so that investment in prevention and early intervention is mainstream practice rather than relying on intervention at the point of crisis? How could we create mechanisms that pay by results/outcomes?

Comment:

d. How could individuals, families and communities be encouraged to take more responsibility for their health and wellbeing and to take action earlier in their lives to prevent or delay illness and loss of independence? How could we promote better health and wellbeing in society?

Comment:

e. How could innovation in prevention be encouraged, identified and nurtured?

Comment:

5. Shaping local care services – What are the priorities for creating a more diverse and responsive care market?

a. How would you define the social care market? What are the different dimensions we need to consider when assessing the market (e.g. type of provision, client group, size of provider, market share)?

Comment:

b. How could we make the market work more effectively including promoting growth, better information for commissioners (local authorities and individuals), improved quality and choice and innovation?

Comment:

c. Does there need to be further oversight of the care market, including measures to address provider failure? If so, what elements should this approach include, and who should do it?

Comment:

d. Looking to the future, what could be the impacts of wider reforms on the market? What possible effects would the following have on the market: the recommendations of the Dilnot Commission's report, the roll out of personal budgets and direct payments, and the drive to improve quality and the workforce?

Comment:

6. The role of the financial services – What role could the financial services market play in supporting users, carers and their families?

a. In the current system, what are the main barriers to the development of financial products that help people to plan for and meet the costs of social care?

Comment:

b. To what extent would the reforms recommended by the Commission on Funding of Care and Support overcome these barriers? What kinds of products could we see under such a system that would be attractive to individuals and the industry?

Comment:

c. What else could Government do to make it easier for people to plan financially for social care costs?

Comment:

d. Would a more consistent system with nationally consistent eligibility criteria, portability of assessments and a more objective assessment process support the development of financial products? If so, how?

Comment:

e. Would the reforms recommended by the Commission on Funding of Care and Support lead to an overall expansion of the financial services market in this area? How would this affect the wider economy?

Comment:

f. What wider roles could the financial services industry play in, e.g.:

- raising awareness of the care and support system
- providing information and advice around social care and financial planning
- encouraging prevention and early intervention
- helping people to purchase care, or purchasing it on their behalf
- helping to increase the liquidity of personal assets

Comment: