

The lives we live

North Northamptonshire
Adult Social Care Strategy
2024 - 2029

WORKING DRAFT 14



North
Northamptonshire
Council

Foreword

We are delighted to be able to introduce the first Adult Social Care Strategy for North Northamptonshire - “The lives we live”, for 2024 to 2029. Whilst we have continued to work with the countywide strategy developed in the predecessor council, developing our own strategy is an important milestone for North Northamptonshire for several reasons.

It is important for people that may use adult social care services and their families to understand what they can expect when dealing with social care services provided, or commissioned, by the council.

Care providers should be able to rely on strategy, commissioning intentions and market position statement to help them to understand how to evolve their services to meet the changing needs of people they support, and to help them to embed best practice approaches that evolve over time.

Partner agencies, particularly the voluntary sector and health services, have a lot of interactions with social care services and people that use them. Understanding what is available, and how it may be delivered, is hugely important in providing continuity of care when people are moving between health and social care support.

Finally, the strategy is hugely important for our own staff and people that may consider working in social care in the future. It gives clear direction, helping them to understand the role they play in supporting people with care and support needs and their families, alongside service providers and partner agencies.

We would like to thank everyone that has been involved in helping to co-produce the strategy and look forward to delivering it, in partnership, over the next five years with the aim to support people to have the best possible outcomes in the lives they live.



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How we will commission and provide an adult care service

How we will commission and provide Adult Social Care service?

This is our **five-year strategy** for adult social care and commissioning. This strategy sets out our ambitions for **supporting people aged 18 and over as well as young people from the age of 14 moving into adulthood.**

It supports a renewed focus on embedding **strengths based working** and reflects our commitment to work with people as equal partners **enabling people** to remain well and to achieve the outcomes that are important to enabling them.

It is based on **collaborative engagement and co-production** with people who draw on services, local partners and people working in social care; recognising people have the knowledge and experience to improve the way we deliver and commission support.



National context

The Care Act 2014 sets out the statutory duties for Local Authorities. Central to The Care Act is a focus on wellbeing, enablement, partnership working and outcomes. This underpins our approach to developing and implementing this strategy. The Care Act is grounded in the principles of:

Empowerment

People being supported and encouraged to make their own decisions and informed consent

Prevention

It is better to take action before harm occurs.

Proportionality

The least intrusive response appropriate to the risk presented.

Protection

Support and representation for those in greatest need.

Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability

Accountability and transparency in our practice including our safeguarding practice.



Our Shared Vision:

We want to work with people across North Northamptonshire to create a place where our social care services **enable people** and their loved ones to be **active, confident** and they are **empowered** to achieve the outcomes that are important to them. We will work as **equal partners** with a shared responsibility **enabling people to enjoy good health and wellbeing**.



Our Shared Aims:

- We will enable people to maintain their independence; working to prevent, reduce and delay the need for formal social care services.
- We will work with people and communities to support them to achieve the outcomes that are important to them.
- We will ensure that our work with people has a genuine focus on people's strengths maximizing their wellbeing.
- The way that we plan, commission and provide services will ensure quality, choice, value for money and contribute to the economic and social wellbeing of North Northamptonshire.

Our Shared Ambitions

- We will work with communities to support them to prevent people's needs from escalating, enabling people to remain independent as long as possible in the place they call home.
- Where people do need to draw on services, we will ensure these are available, of a high quality and enable people to achieve the outcomes that are important to them.
- We will work in partnership with people ensuring people who draw on social care services can live a life free from harm with no tolerance of abuse. This will be underpinned by co-production practice.

How we will work with people and communities

The way that we work with people and their experience of interacting with us will help us achieve our vision. We will:

- Respect and understand people as individuals.
- Trust people to know what's right for them.
- We will listen and keep an open mind, and know and follow legislation, ethics and best practice, always open to improvement and innovation.
- We will be open about procedures, making them clear so people know what they can and cannot expect.
- We will connect and engage well and respond in a timely manner, whilst being honest about what we are going to do and say, and when we are going to do it, we do it.
- Everything we do will be grounded in an ethos of equal partnerships with people and communities where we work together.

All of this will be underpinned by our **corporate values**:



Customer-focused

- Think 'One Team' and act council-wide
- Take ownership and do the right thing
- Keep customers up-to-date and informed
- Listen and respond to differing needs.



Respectful

- Embrace and live the council's values
- Listen to and value the contributions of others
- Share ideas and feedback at all levels
- Promote diversity and inclusivity.



Efficient

- Challenge and innovate
- Be collaborative and share learning
- Be flexible, proactive and prioritise
- Seek learning opportunities.



Supportive

- Build an open and sustainable culture
- Promote achievement and celebrate success
- Be caring and empathetic
- Develop yourself and others.



Trustworthy

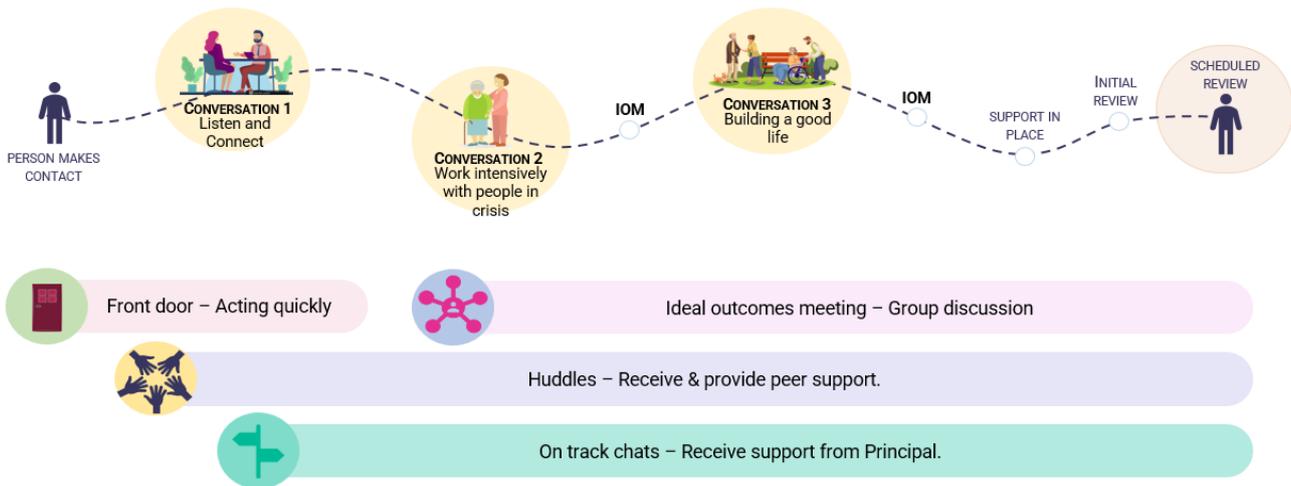
- Act with honesty and integrity
- Build effective relationships
- Do what you say you're going to do
- Be open and transparent.



A case for change

North Northamptonshire Council was formed in April 2021 during a national pandemic. At the same time, we implemented new ways of working across Adult Social Care.

We introduced the three conversation model, with a focus on strengths based working. We have used the development of this strategy to engage with internal colleagues, external partners and people who draw on our services. We have heard loud and clear that:



- Strength based working is not embedded in all of our interactions with people or across our internal teams and external commissioned care providers.
- We have seen a consistent increase in demand for social care services that has resulted in cost and capacity challenges within the social care workforce. This is not sustainable and we have to work better with people and communities to manage the need for social care services differently.
- People struggle to find good quality information and advice to enable them to help themselves.
- People’s experience of interacting with us is not always seamless. People have to speak with multiple teams and people as part of their social care journey.
- We are not able to ensure people’s commissioned care and support is enabling them to achieve the outcomes they wish to; our planned review activity is lower than we would wish for it to be.
- There are further opportunities to improve our use of technology and assistive technology to enable people to live more independently.
- We do not work effectively in partnership with the voluntary sector to empower communities to help themselves.
- We do not have the ways of working we need to make co-production with people and communities more easier.
- People are not always able to access high quality commissioned care and support in a timely manner.

How we will change

There is an emerging future model that has evolved during the development phases of this strategy, which builds on the place based approach with communities. The key components can be summarised as:

We have developed a **shared understanding and definition of strengths based working**. This will influence how we monitor our services and work to understand and improve people's experience of interacting with us and drawing on commissioned care and support. This will be embedded across the entire social care workforce.

Our future strength-based way of working will have people at the heart of all we do. We will ensure that there is **good quality, accessible information, advice and guidance to enable people to remain independent**. People will have the information and advice when they need it in the way they need it.

We will create a **single route of access into adult social care**, where conversation 1 will take place, with the right allocation to community places / hubs. This will help us better manage and respond to requests for commissioned social care support.

We will work with communities and the voluntary sector to **enable independence in the places people live**.



We will ensure that there is a strong and vibrant market of social care providers that we provide and commission across our communities that provide **high-quality social care services** through clear contracting and quality monitoring. This will support improved regulatory compliance with **value for money** and **continuous improvement** embedded across our external provider market.

We will **improve our planned review activity** to make sure that people's commissioned care and support meets their needs, enables them to achieve the outcomes that are important to them and ensures value for money.

We will make sure that people are involved in all aspects of our safeguarding process, that their preferences are at the heart of safeguarding enquiries and we 'Make Safeguarding Personal'. The **safeguarding culture** will be owned by all and we will work in partnership across the health and social care system recognizing that safeguarding is everyone's business.

We will **create the conditions and culture that the adult social care workforce needs** to work in a way that supports strengths based working and ensures colleagues have a positive experience at work. The workforce will be equipped with the skills and knowledge they need to enables people to achieve the outcomes that are important to them. This will include improving the wellbeing recruitment, retention, skills and training of the social care workforce.

Our goal is to **provide inclusive services that minimises inequalities to access for social care services**. We will work to understand and address barriers to accessing our services, better understand community assets and improve our community engagement.

Shared outcomes

STATEMENTS	OUTPUTS	OUTCOMES
I will stay in control	We will make sure that people are involved in all aspects of care.	Quality of life: people's quality of life is maximised by the support and services which they access, given their needs and aspirations, while ensuring that public resources are allocated to those with the greatest need.
My support my own way	Our future strength-based way of working will have people at the heart of all we do.	Independence: people are enabled by adult social care to maintain their independence and, where appropriate, regain it.
I will have the information I need when I need it	We will ensure that there is good quality, accessible information, advice and guidance to enable people to remain independent.	Empowerment: information and advice: individuals, their families and unpaid carers are empowered by access to good quality information and advice to have choice and control over the care they access.
I will live the life I want keeping safe and well	We will make sure that people are involved in all aspects of our safeguarding process, that their preferences are at the heart of safeguarding enquiries and we 'Make Safeguarding Personal'.	Safety: people have access to care and support that is safe, and which is appropriate to their needs.
I will keep connections with family and friends	We will create the conditions and culture that the adult social care workforce needs to work in a way that supports strengths based working.	Social connections: people are enabled by adult social care to maintain and, where appropriate, regain their connections to their own home, family and community.
I will know the people who support me	The workforce will be equipped with the skills and knowledge they need to enable people to achieve the outcomes that are important to them.	Continuity and quality of care: people receive quality care, underpinned by a sustainable and high-quality care market and an adequate supply of appropriately qualified and trained staff.
I will feel included	We will carry out equality impact assessments, where relevant, to consider the effect of proposals, projects, and strategies on different groups.	Good equality and diversity practices to make sure that the services provided to people are fair and accessible to everyone.



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M.A.D.E.
MAKE A DIFFERENCE EVERYDAY