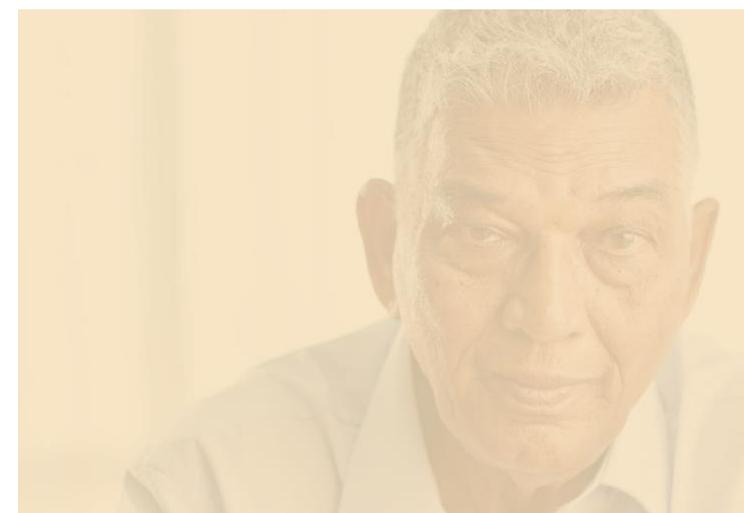


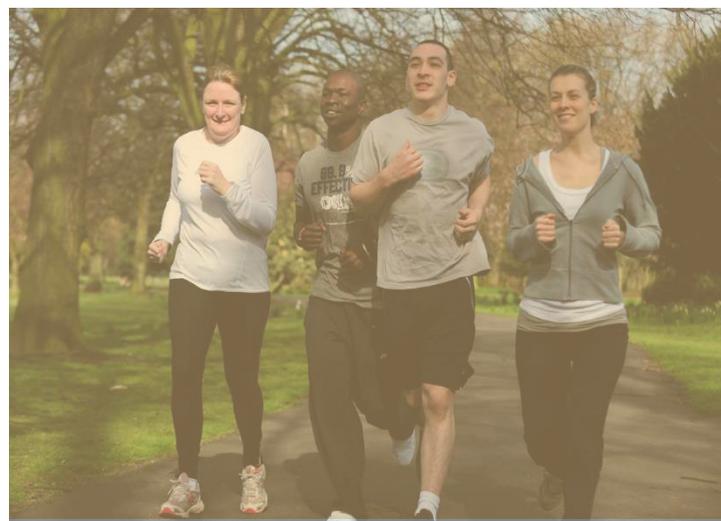


Better Lives

2018 - 2021



A strategy for the future of adult social care in Buckinghamshire



1. Introduction



Lin Hazell
Cabinet Member for
Health and Wellbeing

‘As Councillors we want to make sure that everyone is supported to live as independently as possible, without becoming unduly dependent on our Council services.’



Noel Brown
Cabinet Member for
Community Engagement
and Public Health

‘Buckinghamshire is a vibrant and beautiful place to live and we want to ensure that every one of our residents is able to enjoy what it has to offer.’

As County Councillors we have many opportunities to speak with people from all ages and all walks of life. One of the things that we are told time and again is how important it is for people to live independently and in their own homes.

We know the vitally important role that lots of people are carrying out in helping their loved ones to remain in their own homes, and these people must also have the support around them to make sure they stay healthy and well.

Over the coming decades, our County will grow significantly in population and as it changes, so will demands for support and services. These are not just issues for the Council but are also challenges that are being faced by our partners. The public sector also has financial resources which are reducing year on year. So the County’s whole public sector needs to do things differently if we are going to meet these challenges and make the biggest impact with the public purse.

We are already starting on this journey, for example by working closely with our health partners on the Integrated Care System, which aims for partners to work better together so that the people of Buckinghamshire have happy and healthy lives. Within the Council too we recognise that we need to change. We know that a single approach does not work for everyone and we need to be more flexible to meet the different needs of people.

As a Council, we have a Strategic Plan which gives our commitment to safeguarding the most vulnerable of our residents and to creating opportunities and building self-reliance. This document sets out our new care offer and if we get it right, it means that we will continue to make a positive difference to people’s lives in Buckinghamshire.

‘BETTER LIVES’ OUTCOMES

Both now and in the future:

- **more people will live independently without the need for long-term services**
- **fewer people will need to be in residential or nursing care**
- **more people will stay living independently after leaving hospital**
- **young people moving from children’s services will be better prepared for adulthood**
- **more people will have control over their support through Direct Payments.**

For more information:

[Joint Strategic Needs Assessment \(JSNA\)](#)

[Our Market Position Statements](#)

[The Care Act 2014](#)

2. 'Better Lives' in Buckinghamshire



Gill Quinton
Executive Director
Health and Adult Social Care

We have listened to what people have told us about how they want to live. We know that we need to change the way we do things to support people to live fulfilled lives, avoid over-dependence on formal social care services and to stay independent for longer. 'Better Lives' explains our strategy for improving adult social care services now and creating services which are sustainable for the future residents of Buckinghamshire.

We plan to do this by helping people to stay as independent as possible for as long as possible, supporting people to live healthier lives, and helping people to regain independence with a little extra support when needed.

Our conversations with people will change because everyone is different and what works for one person won't be right for another. We will treat people as individuals, looking at the positives they have around them and building on these.

There are three key parts to our 'Better Lives' strategy which are described in more detail on the opposite page. We will work better with other organisations and with communities across the health and social care system to make sure people receive a personal, seamless and joined up response.

Resources are limited so we will need to make sure that we make the most of what we have and achieve the best value and most cost-effective means of delivering high quality care.

A handwritten signature in black ink that reads "G. Quinton".

'Better Lives' - three key parts

Living independently

Firstly we will:

- make it easier for people to take care of themselves, improve their own lives and remaining independent for as long as possible
- work with others, particularly the voluntary and community sector, to strengthen local opportunities and support so that people can create their own local networks
- make sure that there is a wide range of easily accessible information and advice about what is available from us and others, to help people plan and to get on with life
- make it as easy as possible for people to get help when needed. When people first contact us, we will try to resolve their problems quickly, looking to find local support from families and communities before resorting to formal social care services.

Regaining independence

Secondly, when people experience a crisis in their lives, we will:

- work with them and their families to manage the crisis, helping them to become better able to deal with issues in the future
- help people to gain or regain the skills they need to live independently by supporting them in the short term, expecting that wherever possible people will support themselves in the longer term. We know that this approach can prevent longer term needs from developing.

Living with support

Finally, for some, longer term social care services are necessary. Where this is the case, we will:

- share responsibility with the person, their family and their community. We will try to meet people's needs in a way which centres on them, delivers the outcomes that they want to achieve, and results in a better quality of life
- wherever possible we will support people to remain at home, with families and friends, developing and maintaining a strong social network
- work with people to help them to understand and manage everyday risks, while taking care to safeguard people from significant harm.

3. Our principles

These principles will be central to all that we do in future:

- decisions will be taken with people rather than for people
- support is proportionate to people's needs and based on the positives that they already have
- more people live independently
- focus on early diagnosis, prevention and short-term intervention to help people regain control of their lives
- a single point of access for all enquiries and referrals
- services are value for money and sustainable into the future
- the legislative and local policy framework is maintained
- decisions are evidenced, reasoned and recorded
- our workforce is supported and skilled to deliver the changes
- our processes and systems make it easy and quick for us to respond
- performance is robustly and regularly monitored, managed and evaluated.

Our Mission:

To make the best use of the resources available to help the people of Buckinghamshire lead fulfilled lives.

4. Our approach

We will change our approach so more people are able to live independently

How it works now



Living with support

Many people have long-term, service-directed support.

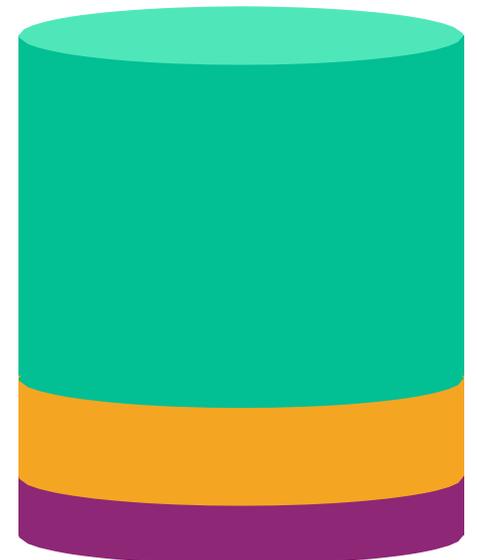
Regaining independence

Short-term services create dependency rather than helping people to maintain or regain independence.

Living independently

People helping themselves to stay well and live independent, fulfilled lives.

How it will work in the future



Living independently

The majority of people will help themselves to stay well and live independent, fulfilled lives.

Regaining independence

Services provide short-term support to help people maintain or regain control over their lives.

Living with support

Personalised social care support created with people and their families.

5. How we will make this work

As an organisation, we need to structure our services. We believe that by focusing on three key areas, we can be more flexible and personal in our response to people.

Living independently

What this means

People have told us that they want to live independently for longer. We will work with local people, communities and organisations to grow support that helps people live in their own homes, leading independent and fulfilled lives. More support will be available locally for people, from the voluntary and community sector and from the community itself. Useful information and advice will be easily available so that people can plan for and get on with their lives.

To make this work we will:

- make sure people can access information and advice quickly
- work with others to build support and opportunities in local areas
- make it easier for people to build strong local networks
- tackle isolation by working with the voluntary and community sector to make sure people can link into or create their own networks of local support
- work with communities, local groups and organisations to find solutions to improve the health and wellbeing of people in local areas.

Simon finds independence with football

Simon is 25 years old and has a degenerative visual impairment and Obsessive Compulsive Disorder (OCD). He lives at home with his parents and is dependent on them for food preparation and cooking, and relies on his parents for getting lifts to activities and appointments.



Simon's mum, Dawn, is worried about Simon's dependence on them and what would happen to Simon as they got older. Dawn heard from a friend about Prevention Matters and arranged for them to visit.

Simon told the worker that he would like to be more independent and have the confidence to travel on his own. The worker referred the family to the RNIB to source specialist equipment to help with Simon's visual impairment and to a local befriending scheme.

Kevin, Simon's befriender, is 27 years old. Kevin and Simon share a love of football and have been to several local matches. Kevin encouraged Simon to join the supporters club and through that, Simon has been to several social events and now has a group of friends of similar age.

Regaining independence

What this means

We know that some people are more likely to need formal support in the future. We will help people to plan ahead so that they can prevent problems from getting worse and stay independent, reducing the likelihood of needing long-term care.

Where people have had a crisis, we will help them to get back to their best health and fitness as soon as possible through short-term services alongside support from their families, communities and other organisations.

To make this work we will:

- support people to live well with long-term conditions, recover from illness or injury and regain their independence quickly
- provide seamless, short-term health and social care support when needed to help people be as independent as possible
- work with others to build support and opportunities in local areas
- make it easier for people to build strong local networks
- where people need to go to hospital, we will support them to return home as soon as they are well enough and help them to regain the skills they need to live health and fulfilled lives.

Mel 'moves and shakes' her way to confidence

Mel is in her 80s and has become more socially isolated over the past few years. She has a history of falls which has affected her confidence to walk very far. Mel had also been having a meals service as she was not able to get out to shop.



After the latest fall, a reablement worker helping Mel suggested online shopping. With support, Mel learned how to order a home delivery, which she feels has given her more choice and control over what she can eat. The delivery person brings the shopping into the kitchen so that Mel can put everything away herself.

The reablement worker also referred Mel to Contact the Elderly, so that she could join the social groups held monthly. Mel now is a regular at the Movers and Shakers Group, which has an hour of craft, an hour of gentle exercise and an hour for lunch. The Group is always looking for new ideas and Mel, who was a confident baker, now runs a baking session every month. Mel is delighted to have the opportunity to share her skills and knowledge – and recipes – with others.

Living with support

What this means

If people need more help, we will work with them and their families to assess their needs and to find support, ideally from within their own network or local community.

We understand the vitally important role of carers and know that they may also need support. To help them, we will offer an assessment and support if it is needed.

People will have choice and control over the support they receive. This could mean someone choosing to have a direct payment to organise their own support, or choosing a service arranged through the Council. In all cases we will always work with people to find ways for them to live as independently as possible.

Most people will need to pay something towards the cost of their support but we will make sure that the assessment we do takes everything into account so that people don't pay more than they can afford.

To make this work we will:

- offer people a full assessment of their needs at the right time
- fully involve people and their carers in their assessments and support
- offer all carers an assessment and support to meet their needs as appropriate
- work with partners to join up so people only have to tell their story once
- work with others to create high quality solutions which meet people's needs.

Henry has a passion for gardening

Henry lived alone in a bungalow. He has multiple health conditions, suffered from anxiety and was lonely. Henry had a carer visit four times a day. He wanted to live in a nursing home to be looked after because that is what people had told him he needed.



Henry was re-assessed and extra-care housing options were explored. Henry has now moved into a flat in extra-care housing and receives his care from in-house carers. He is now happy and settled in his flat, likes that he has his own front door within a community. Henry is much less anxious as he knows that should he need support during the night, there is someone onsite who will help.

Henry has made friends with Sam who lives next door. Sam and Henry share a passion for gardening and have converted a part of the shared garden to grow vegetables. This year they had their first harvest and at the end of the season made a celebratory meal to share with the other residents.

6. Working together

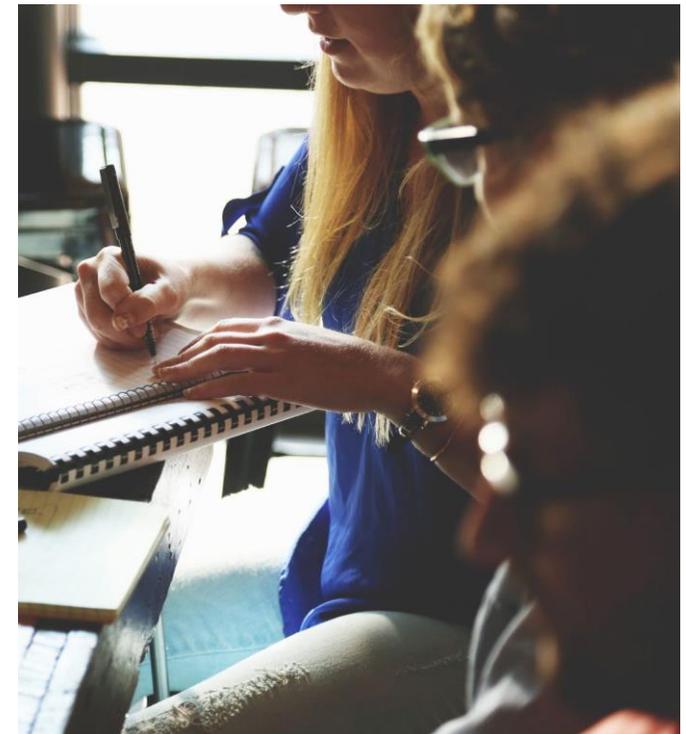
When we make changes to services, or design new ones, we will make every effort to involve the people who are or will be using them. We believe that this will make sure that services are right for the people using them both now and in the future.

To get to this stage we have already taken into account the views of service users their families and carers, as well as Councillors, people working in adult social care and legislation like the Care Act 2014.

We know we can only be successful in achieving our vision if we continue to listen to and work with the people who have personal experience, knowledge or professional expertise in all aspects of adult social care.

To do this we will:

- provide appropriate opportunities for people who use, deliver or work in our services to have their say and design services with us
- be clear about why we are asking people to get involved, what they are being asked to give their views on and let them know how their views have been taken into account
- formally consult with services users when there is a significant change to a service they are using and publicly publish any results.



Buckinghamshire Council

Walton Street
Aylesbury
Buckinghamshire
HP20 1UA

01296 395000

www.buckinghamshire.gov.uk



@BucksCouncil



@Buckinghamshire Council

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