

City of York Council

Adult Social Care Strategy

2025 - 2028

Draft for Consultation





Contents

05 Introduction

06 About Adult Social Care

08 Our Vision

09 Our Commitments

10 Our Approach

11 Our Priorities

14 Strategy on a Page



Introduction

I am delighted to introduce the Adult Social Care strategy for York. This sets out our ambitions and outlines the way in which we will deliver Adult Social Care services that make a real difference to people in York.

Adult Social Care is essential to the everyday lives, health, wellbeing and safety of thousands of people in our city. Whether it is by providing the best information and advice to help people stay safe and well, making sure people have the things they need to manage in their day-to-day lives, or by providing care through 24-hour support: what we do is essential, and we want and need it to be of the very highest quality.

We want people in York who have care and support needs and their carers to have the best possible quality of life, with the opportunity to make choices and do those things that are most important to them and make their lives worthwhile. We call this a “strength-based approach” and it is one of the cornerstones of the way we work.

Our approach focuses on building on the strengths of individuals and communities to help them grow and succeed. We will provide high-quality support that adapts to different needs while working with people to include them in decisions about their care. We will make sure that our services are safe and fair, and invest in a skilled team that can offer the very best advice and support. We will use our data and information to guide our decisions and collaborate closely with partners across all sectors to achieve the best outcomes.

York is a place that celebrates the unique strengths of people and their communities. Our role is to help those with care and support needs and their carers live happier, healthier, and more independent lives. We will work together to provide safe and high-quality care and support, making sure fairness and independence are at the heart of everything we do.



Sara Storey

**Director of Adult Social
Care & Integration**

About Adult Social Care

Adult Social Care covers a wide range of activities to help people live independently, support wellbeing and help people to stay safe. It can include:

- Supporting people within their own homes, also known as home or domiciliary care.
- Supported accommodation, which is housing that has an element of on-site support, such as Extra Care Housing or Supported Living Schemes.
- Support in day centres which offer recreational or community activities.
- Support to help people stay active and engaged in their communities.
- 24-hour care provided in residential and nursing homes.
- Services that help people to retain or regain their skills and confidence after a period of illness or hospital stay, such as reablement or rehabilitative services.
- Providing assistive technology, aids and adaptations for people to use in their homes.
- Providing information and advice and preventative services to help people stay safe and well and independent for longer.
- Providing support to unpaid carers in our communities.
- Supporting people to engage in work, training, education or volunteering and to socialise with family and friends.
- Providing safeguarding services for people with care and support needs who may be at risk of abuse, neglect or harm.



These offers of support are available to people of all ages who have care needs that qualify for help under the Care Act 2014, including young people moving into adulthood who may need support, people of working age and older people.

About Adult Social Care

The Care Act 2014 is a law that sets out the rules for how adult social care should be provided in England. It says that councils must help people stay independent, keep them safe, and give them the right support when they need it. The Act makes sure that people are listened to and treated fairly, whether they pay for their own care or get help from the council. It also makes sure that carers, like family members who help someone, get the support they need as well. The goal is to make sure everyone gets good quality care and feels respected and valued.

Adult Social Care key statutory duties under The Care Act 2014:

Providing preventative services and information and advice to reduce, prevent or delay the need for care and support.

Assessment of people's needs and the creation of care and support plans; financial assessments; and a duty to meet eligible needs.

Promoting integration between health and social care services including integrated commissioning of care and support.

Promoting individual wellbeing, known as the wellbeing principle, to put wellbeing at the heart of care and support.

Safeguarding adults at risk of abuse, harm or neglect and establishing a Safeguarding Adults Board to ensure the safety of those with additional needs.

Shaping the care market to make sure there are enough good quality services and choices for people. Being ready with backup plans in case a care provider cannot continue.

Our Vision

York is a place where we recognise the unique strengths of individuals and communities. We support people to live happier, healthier, longer and more independent lives, reducing inequalities.

We work in partnership to provide support at home that is accessible, affordable, safe, high quality, and promotes fairness and independence.

Our vision is part of the wider City of York Council Plan commitments to a healthier, fairer, affordable, sustainable and more accessible city where everyone feels valued.

We believe that excellent Adult Social Care services are delivered by valued staff, supported by strong leaders and effective partnerships with others.

Our vision is to put people at the centre of care. We are committed to providing the best quality advice, support and care. We plan to work more closely with our partners, both within and outside the local authority, health and care services, and our communities for the benefit of those at the heart of care and support and their carers.



Our Commitments

Taking a strength-based approach

Supporting people by focusing on how they want to live their lives, building on their strengths by focusing on what matters to them, and working with local communities to involve people in creating the right support.

Helping people stay at home

Providing equipment and technology to help people stay at home or exploring alternative accommodation to enable people to live as independently as possible.

Joined up care and support

Working across the council and with other partners to help people get the best outcomes. We will work with organisations providing care and support to ensure safe and high-quality services.

Making best use of our resources

We will provide the right amount of support to meet people's needs and best outcomes. We will look at innovative and effective ways to deliver care and support.

Keeping people safe

Making sure that people stay well and safe from harm and abuse. We will work with other organisations when we need to, supporting people to make their own choices and decisions.

Wellbeing for all

Helping people think about the support they need and plan for now and into older age. We will help people to find the things that work best for them and work together for the best outcomes.

Valuing carers

We recognise and value the vital role of unpaid carers in our communities and we will support them in their caring role, as well as supporting them if their caring responsibilities change or end.

Supporting our workforce

We value and respect all the staff who work in Adult Social Care and will equip them with the skills, knowledge and resources to provide effective care and support.

Our Approach

Our approach makes clear the key principles and ways of working that guide us. This helps us stay consistent, stay true to our values, and makes sure we keep our focus on what really matters.

Being person-centred and outcomes-focused: We want to focus on what people and communities can do well and what makes a good life for them to help them stay safe, independent and well. We want to work with people to identify their strengths and help them achieve their best outcomes.

Delivering high-quality and flexible support: We aim to offer good support that can easily change to meet different needs.

A focus on co-production: We want to work with people and communities to include them in making decisions about their services and their care and support.

Ensuring safe and fair services: We will act in a way that does not exclude people and we will work to make sure that all our services are safe and we treat everyone fairly.

A skilled and valued workforce: We will focus on making sure the people who work in Adult Social Care have the knowledge and skills to give the very best advice, care and support.

Using our data for the best decisions: We will make sure our work is informed by good evidence and clear information to help us make the best decisions.

Strong partnerships: We will work closely with partners and services across all organisations and services to get the best results and have the greatest impact.

Managing our resources well: We will always aim to use our money and resources in the best way to help as many people as possible.

Our Priorities

The priorities below were chosen to align with goals from the City of York Council Plan and the Health and Wellbeing Strategy. They focus on areas we believe need improvement or development and include ideas from the 'Making it Real' Framework, created by Think Local Act Personal, a group dedicated to improving health and care with input from service users.

Priority 1: Get the best from a strength-based approach

A strength-based approach is essential in order to bring together services and strategies with a focus on individuals' abilities, resources, and resilience rather than just their needs and deficits. This approach empowers individuals, recognising that everyone has strengths, abilities and connections that can help to improve their lives. By doing this we can create more sustainable, effective, and empowering support systems. We can meet our legal obligations and also promote better outcomes and greater satisfaction for those receiving support and their carers.

Priority 2: Ensure we meet our “best value duty” in delivering and commissioning services

We are responsible in law for making sure that the money spent on services like adult social care is used wisely. This is called the best value duty. This means we will always look for ways to improve services while keeping costs under control. We will make sure that every service we provide is cost-effective and delivers value for money.

Priority 3: Make sure our services are high-quality

We will make sure that the services we provide and pay for are good quality. This means regularly checking that they are safe and meet people's needs. We will also work closely with the organisations that provide care in our city to make sure they are meeting the highest of standards.

Our Priorities

Priority 4: Make sure homes support independence

Good housing options are the key to helping people stay independent and live in their homes for longer. We will work to provide housing that is safe, well-designed, and fitted with the right support to help people live on their own for longer. This will reduce the need for people to move into care homes.

Priority 5: Improve the data used in commissioning decisions

We recognise that we need to make better use of existing data in order to support our goals for strength-based services, improvement and quality assurance and to make sure we always get value for money.

Priority 6: Reduce the need for care and support

We want to help people stay independent and avoid long-term care where possible. This means helping people early, before their needs become serious and guiding them to the right services and community options and help them to stay well and avoid the need for care. When people require care and support, we will ensure this works to maintain their independence and strengths.

Priority 7: Work with health services to improve care

We will work closely with health services to make sure people get the care they need quickly and easily. By working together, we can avoid delays and ensure that people get the right support at the right time. This also means improving how we help people avoid needing to go into hospital by providing other options and services together.



Our Priorities

Priority 8: Use technology to improve care and support

We will use technology to make our services better and easier to use. This includes improving how we manage care records and providing tools that help staff do their jobs more effectively. Technology will also allow us to make faster decisions about care and support.

Priority 9: Help people get from hospital to home quickly

When people are ready to leave hospital, we will make sure they get the support they need to go home and stay independent. We will use a strength-based approach, which focuses on what people can do and the support they have around them, so they can avoid long-term care.

Priority 10: Involve more people in planning their care and in the design of services

Co-production means working with people to design and deliver the services they use. By listening to their experiences and ideas, we can make sure that services meet their needs and work well for everyone. This helps create better outcomes and ensures that people feel included in decisions about their care.

Priority 11: Work together with other Local Authorities

We will work closely with other local councils to share resources and ideas. By doing this, we can improve services, reduce costs, and make sure that people get the support they need no matter where they live.



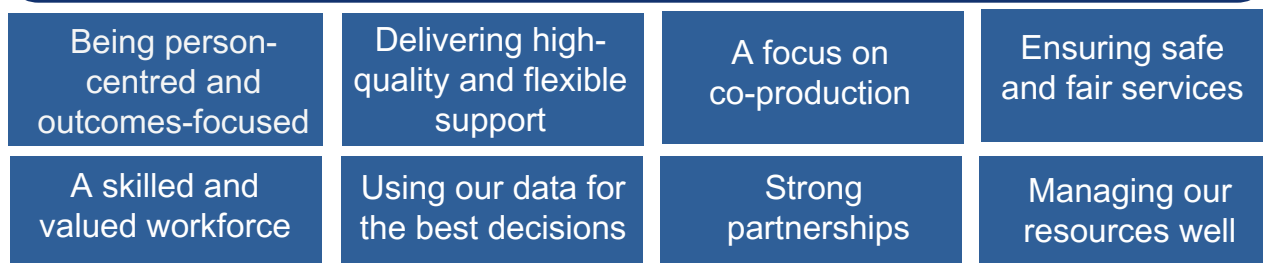
Our Vision

York is a place where we recognise the unique strengths of individuals and communities. We support people to live happier, healthier, longer and more independent lives, reducing inequalities. We work in partnership to provide support at home that is accessible, affordable, safe, high quality, and promotes fairness and independence.

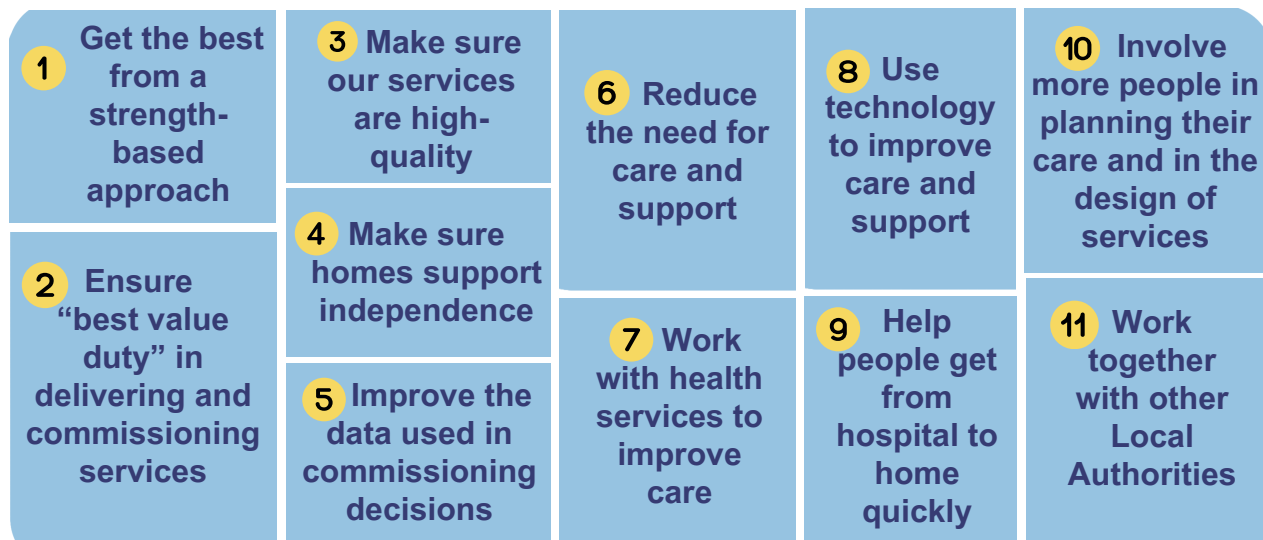
Our Commitments



Our Approach



Our Priorities





Alternative formats

To request reasonable adjustments or to provide this document in an alternative language or format such as large print, braille, audio, Easy Read or BSL, you can:



Email us at: cycaccessteam@york.gov.uk



Call us: **01904 551550** and customer services will pass your request onto the Access Team.



Use our BSL Video Relay Service:
www.york.gov.uk/BSLInterpretingService

Select 'Switchboard' from the menu.



We can also translate into the following languages:



我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (ہولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)