



Care and support for people in our area

Our plan for adult social care services in York



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About this booklet



There is a survey that goes with this booklet.



Read this booklet first and then answer the questions in the survey.



You will need this booklet with you when you answer the questions.



What is adult social care



We are the City of York Council. We run lots of services for people in our area.



One of the services we run is **social care**. **Social care** is care and support people might need at home, in their local community or in a care home.



When people aged 18 and older need support from us, we call it **adult social care**.



Some of the people who may need help from adult social care are:

- People with a learning disability.



- People with mental health conditions.



- Disabled people.



- Older people.



- **Unpaid carers.** Unpaid carers mean family and friend carers who are not paid to care for people as part of their job.



Adult social care gives people the help they need to live the life they want.

About our plan



Lots of people in York need help from adult social care.



We have written a new plan.



It says how we will give people the best advice, care and support.



Our plan will help us to offer services that make a real difference to people's lives.



Our vision

A **vision** is things we want to see happen in the future.



Our vision is to put people at the centre of their care and support.



We want them to live their best possible lives.



We want to work together more closely with health and care services and other organisations.



We will make sure our services are fair and easy for everyone to use.



To make our vision happen, there are 11 big ideas we want to work on.

Idea 1. Put people first



We want to give people **strength-based care and support.**

This means we will look at things like:



- What things people can do to help themselves and what things they need support with.



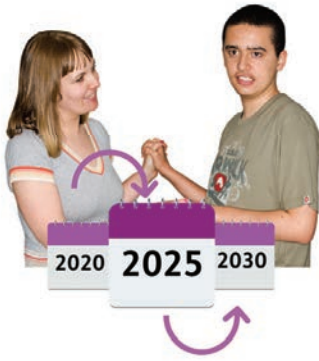
- What **goals** people have.
Your **goals** are things you want to work towards.



- What things people like doing and what things matter most to them.



- What support people already have.
This might be from their friends, family or in their local community.



- What care and support people need now and what support they might need in the future.



This is a better way of working than just looking at what people need or can't do.



It helps people to make their own choices about their care and support.



This means people get the care and support that is right for them.

Idea 2. Spend our money in the best way



The law says we have to make sure we buy the right services that people want and need.



We will look at ways to save money and still give good care and support.

Idea 3. Offer good services that meet people's needs



We want people to have a good choice of care and support services.



We want to offer good support that can easily change to meet people's needs.

We will:



- Make sure we have enough services to meet people's needs.



- Keep checking our services are safe and working well. We will make changes if we need to.



- Look at new ways to give people care and support.



- Work closely with other organisations to make sure they are giving a good service.

Idea 4. Support people to live at home for longer



We want to make sure we have enough good and safe housing that meets people's needs.



We will make sure people can get equipment to help them live safely at home for longer. Things like:

- Handrails and ramps.



- Chairs that are easy to get in and out of.



- A seat to support people to get in and out of the bath.

Idea 5. Use information to make decisions about our services



We will collect good and clear information about our services.

This will help us to make decisions when we plan and buy services.

Idea 6. Help people to need less care and support



We want to help people to live as **independently** as possible.

Independent means doing some things by yourself or with some support.



This will help people to need less care and support from adult social care.



We want to help people before things get worse or anything happens in the first place.

We will give people early help and advice. Things like:



- Information about help and support in the local community

and



- Advice about how to stay healthy and well.

Idea 7. Work together with health services



When services work together, it is better for the people we support.



Services will work together to get people the right support they need when they need it.



This will help to try to stop people from needing to go into hospital.

Idea 8. Use technology



We will use **technology** to help us to work in a better way.

Technology means things like a computer, phone or tablet.



It can also be special machines that help people stay healthy and get the care they need.

Things like:



- An alarm to press if you fall or become ill. The alarm lets other people know you need help.

or



- A speaker to tell you when to take your medicines.



These things mean that people can get help without needing to go to hospital or a clinic.



Staff will be also able to get the right information about people's care from computers.



This will help staff to make decisions about care and support more quickly.

Idea 9. Help people leave hospital at the right time



People often stay in hospital longer than they need to.



People can only go home if they have the right support.



Sometimes, people cannot get the support they need or they have to wait for it.



They cannot leave hospital until their support is ready.



We want to make sure people have the support they need when they need it.

This will help people to leave hospital quicker.

Idea 10. Involve people in planning their care and planning services



We will work and plan together with people who use our services and their families.

We call this way of working together **co-production**.



It helps us to understand what people need and what is most important to them.



It also helps us to make sure we have services that work well for everyone.

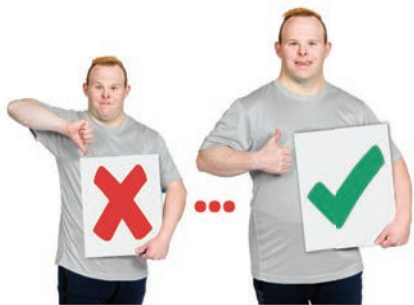


And it helps people to feel involved in decisions about their care.

Idea 11. Work together with other local councils



We will share our ideas about things that work well. And we will see if we can learn any new ways of working.



By doing this, we can:

- Make services better.



- Save money.



- Make sure that people get the support they need no matter where they live.

Things we will think about when we work on our plan



When we work on our plan, we will think about these things:

Making sure our services are fair for everyone



People are different and need to have their needs met in different ways.



We want everyone to have a good service.



We will make sure everyone has the same chances to use adult social care.



We will make sure we have the right services to meet people's needs.



Keeping people safe

We want to try to keep people safe from harm, **abuse** and **neglect**.



Abuse is when someone does or says something to hurt you or make you feel bad.



Neglect is when people who are supposed to help you do not look after you very well.

It can also be when you stop looking after yourself.



Some people have more chance of being abused or neglected. This can be people who need care and support from adult social care.



We will work with other organisations to try to protect people.

Supporting our staff



We will make sure our staff have good support and the right training to do their jobs well.

Supporting unpaid carers



Unpaid carers do really important work caring for a person.



Being a carer can be really hard. Carers need to look after themselves too.



We will support families and unpaid carers.



This will help them to keep on caring for the person they are looking after.



Supporting people's wellbeing

Wellbeing means keeping happy and healthy in your body and mind.



We want to put people's wellbeing at the centre of their care and support.



We will support people's wellbeing by:

- Thinking about what support they need.
- Finding things that work best for them.
- Helping them to meet their goals in life.

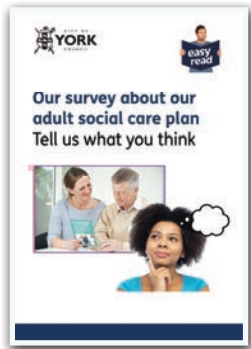


Good wellbeing will help people to live happier, healthier lives.

What to do next



Please answer our questions about our plan.



You should have a copy of the questions with this booklet.



If you do not have the questions, you can get them online on our website:
**[www.york.gov.uk/
AdultSocialCareStrategyConsultation](http://www.york.gov.uk/AdultSocialCareStrategyConsultation)**



or

You can ask us to send you a copy of the questions.

You can contact us:



By Email

ASCtransformationteam@york.gov.uk



By phone

01904 551 550



You will need to leave a message with
your name and phone number.
We will call you back.