

Adult Social Care

# Making a difference every day: Strategy Update

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**Richard Smith**

Corporate Director Adult Social Care and Health

# Introduction

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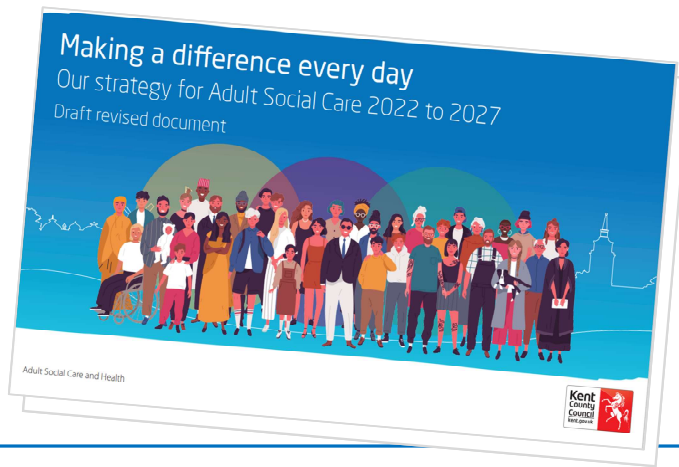
Making a  
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every day

This presentation will cover detail on the following:

- An overview of the three pillars and the delivery to date.
- The Adult Social Care strategy outcomes and what has been achieved to date.

# Introduction

Making a difference every day



*“Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices.”*

*“Making a difference every day by supporting and empowering you to live a fulfilling life whilst being a carer, as long as you are willing and able.”*

Both strategies are set to run until 2027 and were co-designed and co-produced with residents and the people we support.

We will shortly be conducting a **mid-point review** (co-produced) to outline the realised benefits for staff, people we support and partners to date.

# Outcomes from the Making a difference every day strategy

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## Our core purpose and vision

- 1 There is a positive relationship with the people we support, carers and partners organisations.
- 2 How we work, and our practice model are implemented successfully.
- 3 Kent County Council's adult social care responsibilities are met.

## Improving all the time

- 1 There is proof that we are learning all the time.
- 2 Innovation is part of the day-to-day approach of what we do.
- 3 Kent County Council enthusiastically embraces digital and adopts technology that enables us to improve upon our service delivery.

## Putting the person first

- 1 Making a difference to the lives of the people we support and to carers.
- 2 The people we support feel listened to and able to shape what we do and how we do it.
- 3 People at risk of abuse or harm are protected at the right time.

## Measuring what matters

- 1 Feedback from the people we support, carers, staff, providers, and partners is a key part of improving what we do.
- 2 How well we are doing to support people compares positively with other local authorities.
- 3 There is good quality information and evidence of the cycle of continuous improvement.

# Co-production

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**Social Care Involvement Officers** recruited to establish co-production groups in the 4 areas, to engage and co-design services and solutions with people.

The new Adult Social Care Strategy 2022 – 2027 was **co-produced with residents** using their valuable feedback and insight.

**co-produced with residents**

Growing core co-production group(s) of **'experts by experience'** to build strong working relationships with people that have drawn on support. This includes setting up a Kent Adult Carers' Strategy Delivery Group **co-chaired** by an expert by experience.

**chaired by people who draw on care and support**



Multiple boards that have been established are **chaired by the people we support or people with lived experience**.

By starting the conversation with the **voice of the person**, we focused on what the person can do to keep them at the heart of everything we do (e.g. **Your Voice Network, People's Panel**)

**voice of the person**

**'Valuing your voice' policy** ensures that people's time given to support co-production is recognised and rewarded where appropriate.

**co-design with the people who draw on care and support**

Whilst we deliver and sustain, we will continue to **co-design with the people we support**, new and innovative ways of working to meet future needs.



This supports the development of **working relationships that people can trust** and helps to achieve outcomes that are important to them.

**working relationships that people can trust**

# Partnerships

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## Kent Research Partnership

A prestigious (£1.7m) four-year project (June 2021-May 2025) co-led by [University of Kent](#) and [Kent County Council](#) and funded by the [National Institute of Health and Care Research](#) to build research capacity and develop a research culture in adult social care in Kent.

## Integrated Commissioning

Continue to work closely with other commissioning organisations such as the ICB to explore opportunities for alignment, [integration](#), joint commissioning of [future delivery models](#).

## Empowered & Resilient Communities (Prevent, Reduce, Delay)

With our preventative work with partners, the policy context is influenced by the [Voluntary and Community Sector Strategy](#), [District Local Plans and Kent](#) and [Medway Integrated Care Strategy](#). It gives us opportunity to do things differently, integrate our services, to provide a holistic and sustainable approach to the delivering better services and outcomes for our citizens.

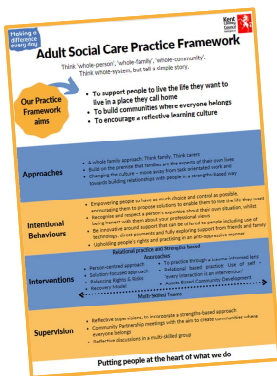


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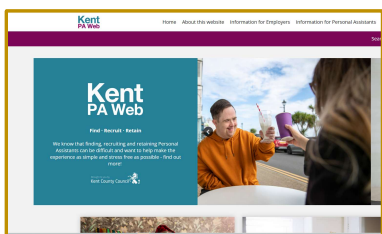
# Putting the person first

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## Practice Postcards



**ASC Practice Framework**  
A guide to explain person-centred, strengths-based practice – what it is and how we will make it happen



**Personal Assistants (PA) Portal**

**Future Ways of Working: Locality Model**  
Implementation of 24 community teams to place people at its heart, offering holistic support, embracing the role of system working whilst empowering people and communities.

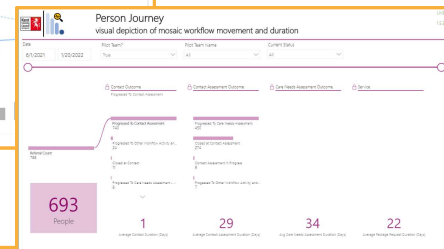
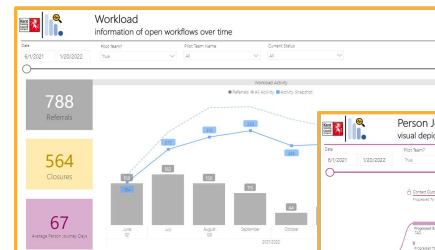
## Quality Assurance Framework

Quality Assurance Tool



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## Workforce Care Hub



## Performance Assurance



Direct Payment Game Changer Events

Person's Voice and accessible communication



# Putting the person first: case study

“

Mr A lives in Kent and has a physical disability. He receives care and support from Kent County Council to help him live his life.

Mr A decided that using direct payments was the best way for him to receive the care and support he needed. Using direct payments, he was able to move away from more traditional time and task approach to care delivery and have more control of the quality of support he received.

Mr A also used his direct payment to purchase additional technology, controls and tools which support his laptop and mobile phone to promote his wellbeing and aid communication.

Without this direct payment, Mr A could not afford the additional controls and tools. As a result of his direct payment, Mr A has control over his life and choice on the type of care and support he receives.

**“Having direct payment does give you beautiful quality of life...they need to change that culture of not trusting [direct payments] for disabled people”**

**“Direct payments changed my life because I don't need to call on social care, as I employ my own personal assistants and can manage staff myself and be in control of my own life.”**

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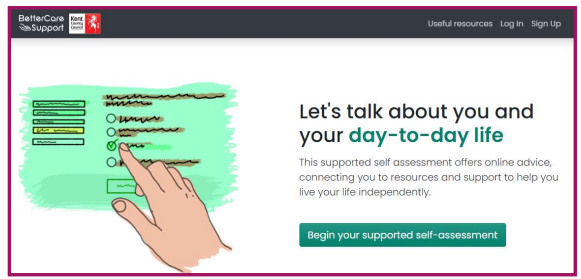


Names have been changed and photos are for illustrative purposes



# Innovating all the time

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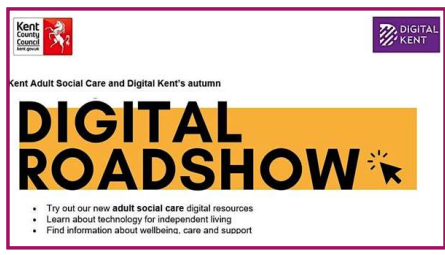
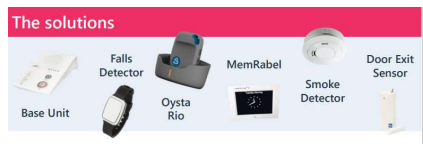
Co-designed and procured Care and Support digital Self-Assessment



Testing AI digital monitoring with 30 care homes and supporting 705 people



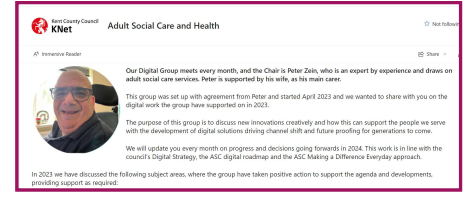
Innovation Framework



Training, webinars and digital events to raise profile

Digital Roadmap

Social Prescribing Directory



ASC Digital Group co-chaired with Peter Zein who draws on care and support



**Kent County Council**  
28 Oct

Do you look after someone whether it's a family member, friend or relative? You could be a carer. Find information and resources available to you on Kent Connect to Support to help support you in a carers role.

Visit <https://kent.connecttosupport.org/carers/> for more information.



Recognition and awards.



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# Innovating all the time: Case Study

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- Michael is an Autistic man in his twenties with a Learning Disability. Over the years Michael has transitioned from living with his parents to moving into a shared supported living service. As part of Michael's goals towards independence, he was being supported to move to an alternative supported living service where he would have a separate annex to the rest of the building giving him his own space to live his life.
- Through working with Michael's Social Worker and the care provider, there were concerns about whether Michael would be getting up at night and how the sleep-in staff would be made aware of this as they were based in the main house with other residents. To have an additional sleep-in staff present in Michael's new home was felt as intrusive and not a cost-effective solution.
- Technology Facilitators were able to work with the Social Worker and Care Provider alongside Michael, to establish a motion sensor which would alert the staff member through a pager if he got up during the night, enabling the staff member to support Michael should he need it. The device was only used at night-time and was self-purchased by Michael's family. This was the least intrusive solution and is enabling Michael to live safely and independently.

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# Measuring what matters

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## ASCH Assurance Board

Provides assurance on audits, CQC, performance and finance

## Carers Survey

## Continuous Improvement & Sustainability Framework

Supports and delivers a structured space to empower operational staff to innovate, take positive risks in a supportive and safe environment and to test ideas; when we fail, we learn, improve, test again and when they succeed, we implement and celebrate.

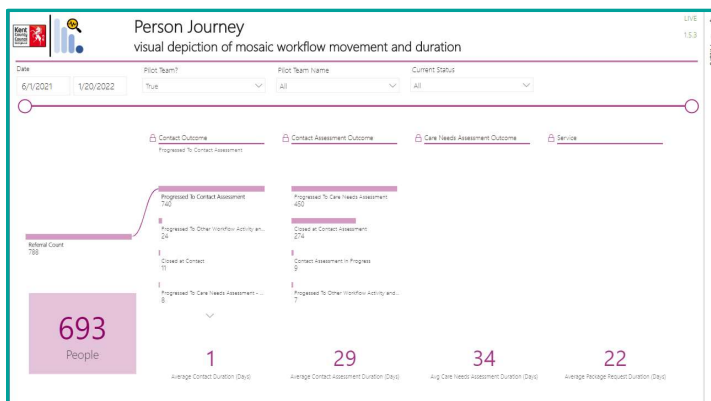


## Feedback Loop

Encourage feedback at every possible opportunity with our online, digital platform. Use the feedback to learn and improve.

## Innovation Sprints

Co-evaluate and monitor Technology Enhanced Lives Service with people that draw on care and support.



## Power Bi Dashboards (Information and Data)



## Quality Assurance



## CQC Readiness



## Person's Voice

Engagement officers log and share themes and insights from community conversations and co-production. Social care involvement officers are establishing locality groups to continue seeking feedback about people's experiences.

## Adult Social Care



# Measuring what matters: Feedback

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By putting the person at the centre of what we do. Here is just some of the feedback we've had from people who draw on care and support that shows how we are working to embed our core principles of Practice - putting the person first, Innovation - improving all the time and Meaningful Measures - measuring what matters.

- “Thank you for your kind care and the attention you paid to my father... You made this difficult transition for him and us, the family, liveable.”  
“Thank you for the meeting with my father yesterday ... As I'm sure you're aware, these moments in life are not easy to digest and I was very impressed with your courteous and kind professionalism when interviewing my father.”
- “Amazing, empathetic, compassionate, and person-centred care. I had a long conversation yesterday on the phone and was blown away by the kind and caring way in which she spoke to me, whilst always treating me with dignity and respect. I wanted to take time to pass on how positive my experience was and what a huge difference has been made to our entire family.”
- “The time, care and dedication provided was exceptional, showing a clear understanding of the needs that we as a family were looking for and has proved to be the perfect place as it is clear to see that they are enjoying life at and are extremely well looked after. This was only possible thanks to the way in which you carried out your work with such consideration

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# Summary

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## **The presentation covered the following:**

- An overview of the three pillars and the delivery to date.
- The Adult Social Care strategy outcomes and what has been achieved to date.

## **Next Steps**

- Conducting a mid-point review (co-produced) to outline the realised benefits for staff, people we support and partners to date.