

# Making a Difference Everyday Approach Self-Directed Support

Adult Social Care Cabinet Committee – 15 May 2024



## Vision for **Adult Social Care** in Kent:

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

“I feel in control because I can decide what kind of help I need and when, where and how to receive it.”

People we support including carers, will make more informed choices about what support is right for them



Empowering people to find trusted help and support locally from a range of sources



“I feel stronger as I have access to a range of local support that is helping me to live the life I choose”

**ADASS Time to Act** – A better system of care and support is:

1. **Focused on outcomes and wellbeing**
2. **Personalised, co-created and flexible**
3. **Proactive and preventative**
4. **Integrated and coordinated**
5. **Local, community-based and relational**
6. **Sustainable, efficient and effective**
7. **Fair in what it asks of people**

Involvement Group June 22 – March 23

Working Group March 22 – March 23

Interviews with Practitioners

Researching other Local Authorities

Direct Payment team Workshops

Attending Online Groups, such as:

- Direct Payment National Peer Group
- Social Care Futures
- Re-imaging Self Direct Support (TLAP)

Peter's story



# Drivers for Change and Benefits

## Drivers for change:

- **Think Local Act Personal and Social Care Futures** – *“we all want to live in a place we call home, with the people and things we love, in communities where we look out for one another, doing things that matter to us.”*
- *People having **choice and control** on how their needs will be met and shifting from meeting need to promoting well-being*
- Meet our **statutory responsibilities** under the Care Act and Equality Act
- Contribute towards the new **Care Quality Commission assurance process** on local authorities to evidence how we are providing equitable choice.
- **Securing Kent’s Future** includes the objective to deliver New Models of Care and Support.
- Address the **demand on commissioned care services** and manage pressures in the care market workforce.
- Contribute towards Adult Social Care’s **offer of sustainable support in a proportionate way.**

## Benefits:



**People:** provide more choice and control to live a gloriously ordinary life. To encourage prevention, reduction and delay of needs by improving health and wellbeing and support people at home for longer.



**Carers and families:** confidence, more choice and control, peace of mind and improved health and wellbeing.



### **Adult Social Care and Kent County Council**

- Achieving Adult Social Care savings plan
- Achieving strategic objectives
- To support **seamless transition** from Children’s and Young People Education to Adults Social Care Services, for young people **reducing barriers** for Self-Directed Support.

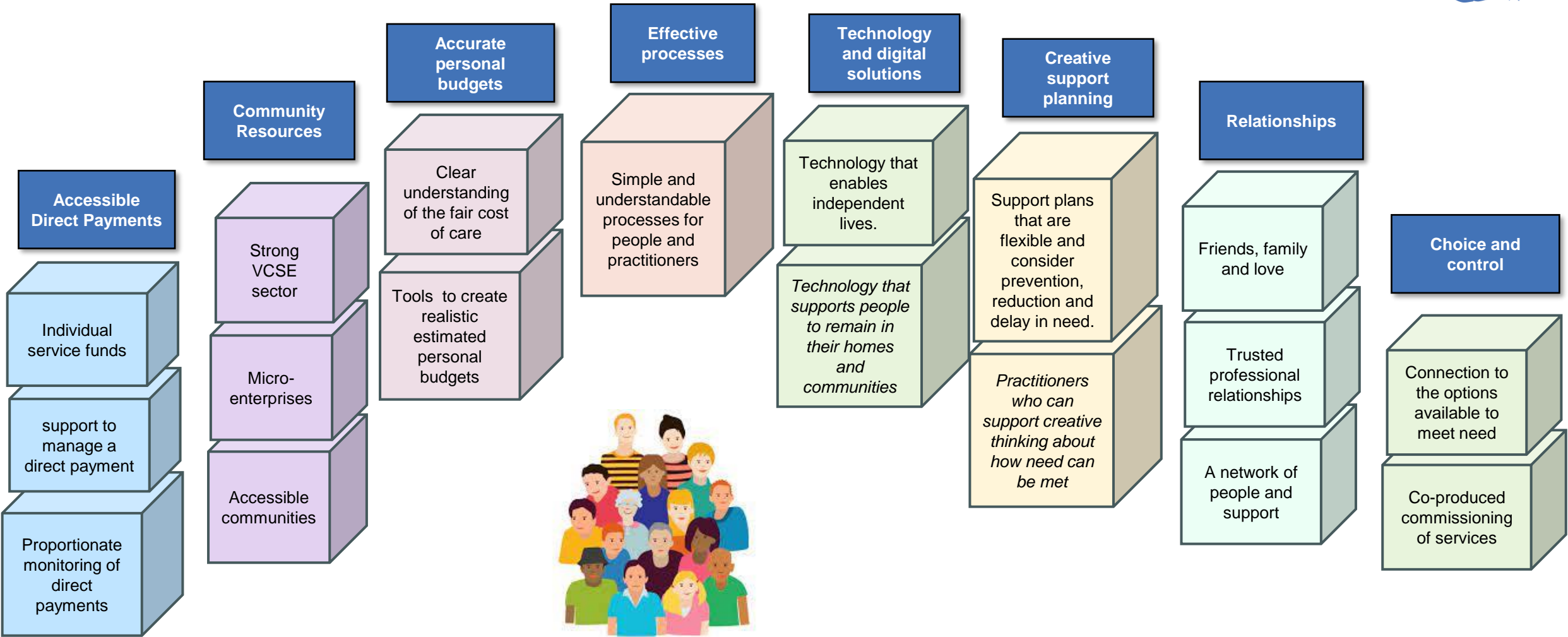


**Health: Creating a preventive space and whole system offer:**

- Offering choice and control to people when they are discharged from hospital by developing community services to meet people’s needs.
- Enhancing health partnerships to develop a wider strategy around Health and Social Care needs.

# Building blocks to self-directed support

Making a difference every day



**Choice and control**

Connection to the options available to meet need

Co-produced commissioning of services

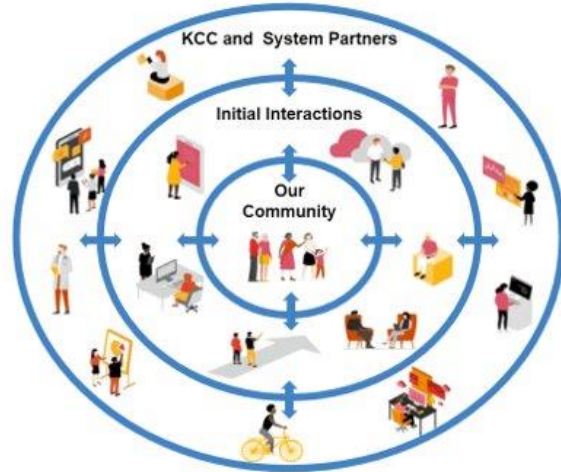
*Ingredients to build a glorious, ordinary life*



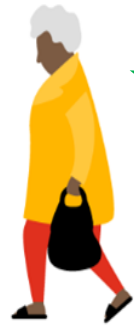
# What would self-directed support feel like for the people we support and our staff?

Making a difference every day

## People we support:



I was given a choice for how my assessed needs could be met which took into consideration what a good life looks like for me



I chose to receive a direct payment and I was supported to identify the best way to spend my personal budget. I decided to employ a personal assistant and attend a yoga class in my community

I had help to recruit my personal assistant and pay for the services I use

## Our staff:

By following the practice framework and using the skills I have picked up through related training, I am working in a strengths based and person-centred way. I co-produce care and support plans with the person in a creative way which focuses on what matters to them and their assessed needs



I give the person choice and control over the type of support they receive and will offer people a direct payment to ensure they can be creative and flexible with the support they choose to receive.

Our arranging support and direct payments team is easily accessible with simple processes. I am supported to identify the best way to meet a person's needs with the available resources

Overly  
bureaucratic  
policy and  
process which  
restrict  
creativity,  
choice and  
control

Lack of  
external Self-  
Directed  
Support  
options

Complicated  
internal  
processes

People's  
choice to  
refuse a  
direct  
payment

Public  
expectation of  
adult social  
care

Communities'  
knowledge of  
and  
perception of  
direct  
payments

Negative  
perception of  
Self- directed  
Support/  
Direct  
payments  
amongst  
practitioners

Inequitable  
access to  
direct  
payments

# A check on Culture through internal audit (assurance that policy and practice aligns with)

- The statutory requirements of the Care Act set out in S31, S22, and S23, alongside the care and support statutory guidance.
  - The ambitions and strategy of securing Kents future, with a focus on new models of care and support – with direct payments being a key enabler.
  - The ambitions and strategy of making a difference day which was co-produced with people in Kent – with direct payments being a key enabler.
  - Are underpinned by a culture and the fundamental principles of people having choice, and control, over how their care and support needs are met, which includes flexible use of their direct payment so they can respond to changing situations in their life. ***This requires a reset in how we view the use of public monies in meeting assessed needs and outcome.***
- Ensuring that ASCH (acting on behalf of the Council) has a proportionate response to high balances that ensures decisions are equitable, and understands what actions it needs to take on a person by person basis.
  - Ensuring we understand where systems and processes require refinement to make sure the take up of direct payments is streamlined and unnecessary barriers are removed.
  - Ensuring a proportionate and balanced approach is taken to potential financial mismanagement / fraud.



# What are our objectives for increasing direct payments?

Making a difference every day

Direct Payments are a mechanism that support us to deliver self directed support including the increase in use of both Micro-enterprises and Technology Enabled Care. Our objectives are to:



Improve choice and control for people we support, utilising innovative solutions and developing a creative care and support planning culture.

Increase the likelihood of someone choosing to opt for a Direct payment as opposed to a commissioned service.



Increase the number of direct payments being offered per Practitioner

The team has increased capacity and the skills to be able to support everyone with a direct payment.



75%

Direct Payments

Increase the use of direct payments to 75% for new people accessing care and support

25%

Arranged Support

Fewer people using arranged services

Current national benchmark shows that the maximum total direct payments in any authority is 38% - this would suggest that may need to reconsider our target.

# What would support the increase in Direct payments?

Making a  
difference  
every day

## Support Services ●

Help to link people to our community support offer. For example; micro enterprises, technology enabled care.

## Brokerage & ISF ●

Support to find and negotiate fair rates of pay for services.

## Set up & Monitoring ●

Setting up the direct payment and ongoing monitoring.

## PA Recruitment & Retention ●

Support to recruit, and onboard a Personal Assistant.  
Inc Payroll

## Managed Account ●

Helps to manage all the necessary financial processes associated with a direct payment.

## Information, Advice and Guidance ●

Robust and easy to navigate IAG.



## **Personal Assistant Development Officer**

- Suite of promotional flyers, leaflets posters
- Social Media Campaign
- Over 100 events attended as well as presentations to six forms and further education establishments

**Developed an improved internal process for the set up and referral for a direct payment.**

**Direct payments and creative care and support plan training developed and rolled out to staff**

**Technology Enhanced Lives service in place**

**As part of our locality approach, Community teams are reaching out to local communities to develop sustainable communities**

## Increased Awareness of Self Directed Support across Communities and Operations

- Monthly communications to practitioners including availability reporting for micro-enterprises and personal assistants
- Monthly Involvement group meetings with People with lived experience
- Monthly Personal assistant Collaboration meetings with NHS and Medway Council
- Sessions with all social care teams across the County to connect with community resources
- New and improved web pages across Connect to Support
- Suite of 6 videos for staff and the public around direct payments, personal assistants and micro-enterprises.
- [How KCC adult social care and Community Micro-enterprise can help local communities \(youtube.com\)](#)
- [Me and my Personal Assistant : Hannah and Caitlin \(youtube.com\)](#)

- Procurement of a Managed Accounts and payroll service
- Continued co-production of how direct payments are working and the opportunities and barriers including co-production of policy and processes
- An internal audit has been requested to explore the outcome and compliance of our direct payment offer
- Continued improvements to the Direct Payments Team in line with changing use of direct payments.
- Individual Service Funds as part of our commissioning intentions.

The Adult Social Care Cabinet Committee is asked to **CONSIDER AND COMMENT** on the presentation