

Strategy for Supporting Independence

In Denbighshire



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INTRODUCTION

Supporting Independence in Denbighshire is the Council's strategy for enabling Denbighshire citizens to maintain their independence and well-being in their own homes. There is a need to strengthen our approach in this respect due to: demographic and financial challenges; changing demand from citizens who want to remain as independent as possible for as long as possible within their own homes; and public expectations of increased voice and control over how they are supported to achieve their personal well-being outcomes .

It is imperative for vulnerable people to be supported in a fundamentally different way than they have been in the past. This will entail communities taking on more responsibility for preventing reliance on social care services. These themes are embodied within the Social Services and Wellbeing (Wales) Act which was implemented on 6th April 2016.

Essentially , this strategy is about keeping people out of statutory social care services for as long as possible by enabling them to remain independent. Not only is this beneficial for citizens because they are able to live more active and fulfilling lives, but it enables the Council to manage its scarce resources to continue providing good quality support to those people who really need it..

The Social Services and Well-Being (Wales) Act

This Act is built on 5 principles which guide the way we work:

1. Citizens shall have a strong voice and control over the services they receive
2. Prevention and early intervention are key to helping citizens live independent live
3. Independent lives are underpinned by good well-being
4. We will determine with you what is important and agree well-being outcomes.
5. The Council will collaborate with its partners in /health, the voluntary and independent sectors to support well-being and independence for all citizens.

Denbighshire County Council's strategic objective aligned to this requirement is:

“Vulnerable people are protected & are able to live as independently as possible.”

The Strategy is intended to be taken forward as a vehicle for change, in which the whole Council and our partners in Health, Town & Community Councils and the Third sector will be actively involved.

VISION AND CURRENT STATE

Our aim is for people to lead fulfilled and independent lives in their communities for as long as is practicable and prevent the need for managed social care. This strategy requires a much greater focus on early intervention and prevention and it can only be delivered successfully in partnership with communities and other organisations, from both the private and public sectors, which can contribute to the wellbeing of citizens. We must therefore work with our partners to bring about a change in culture and provide a greater focus on promoting; resilience, independence, self-care and community support. We will enable improved access to information, advice and assistance, including self-help where feasible.

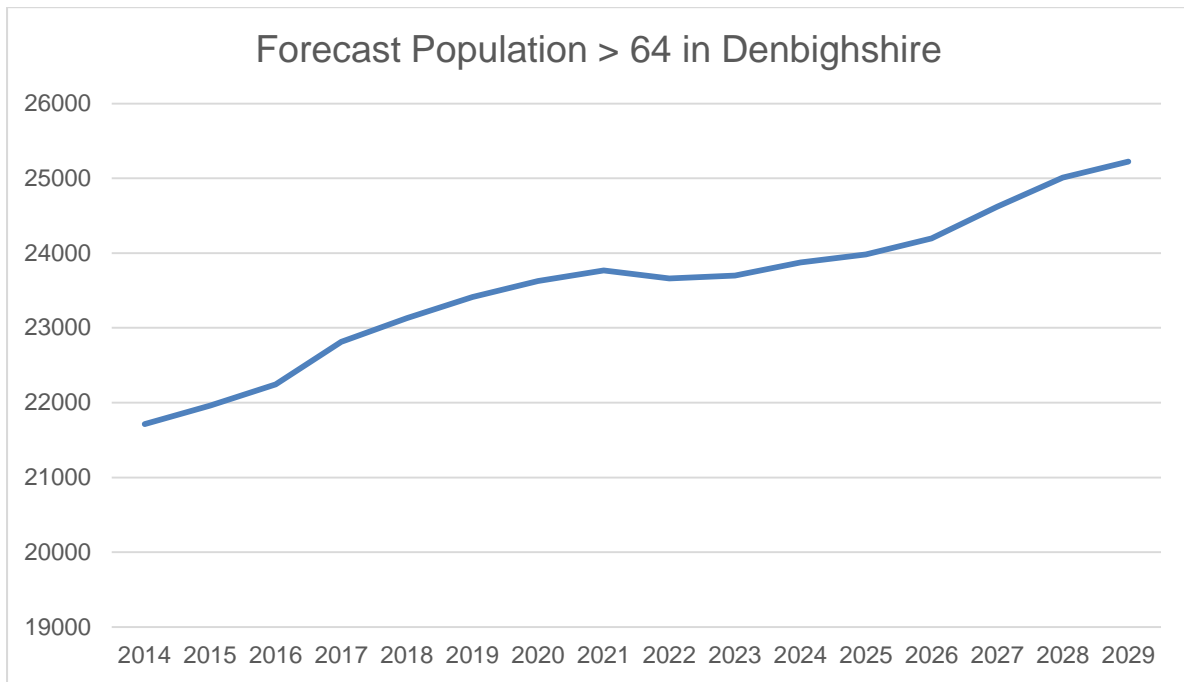
The Council has a range of functions and duties in relation to supporting vulnerable adults but, corporately, we must reduce the number of vulnerable people requiring formal care and support in the future through more innovative community based approaches. This strategy is closely linked with other initiatives such as the Well-Being Plan and the Ageing Well Plan and a central requirement of all of these is enabling individuals and families to maintain their own health and wellbeing.

Appendix I provides some key facts and figures regarding service provision and expenditure in Denbighshire.

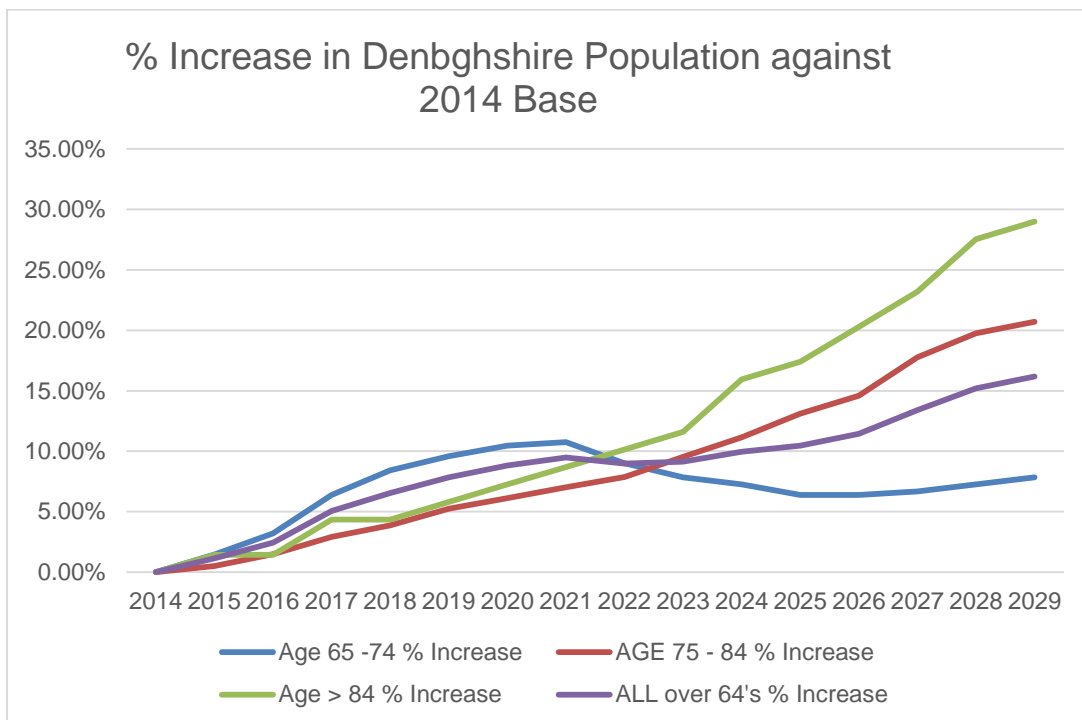
Appendix 1

Denbighshire County Council spends c. £46 million on social care for adults. At the end of March 2015 the figure we reported for the people who could live independently without a package of care was 94.94% meaning 5% couldn't live independently. That equates to almost one quarter of the Council's overall budget being spent on 5% of the population. Without change there is a compelling argument that this spend will increase to support the increase in older people living longer and requiring support, which implies that other Council services will suffer.

For Denbighshire the projections for numbers of older people are illustrated below:

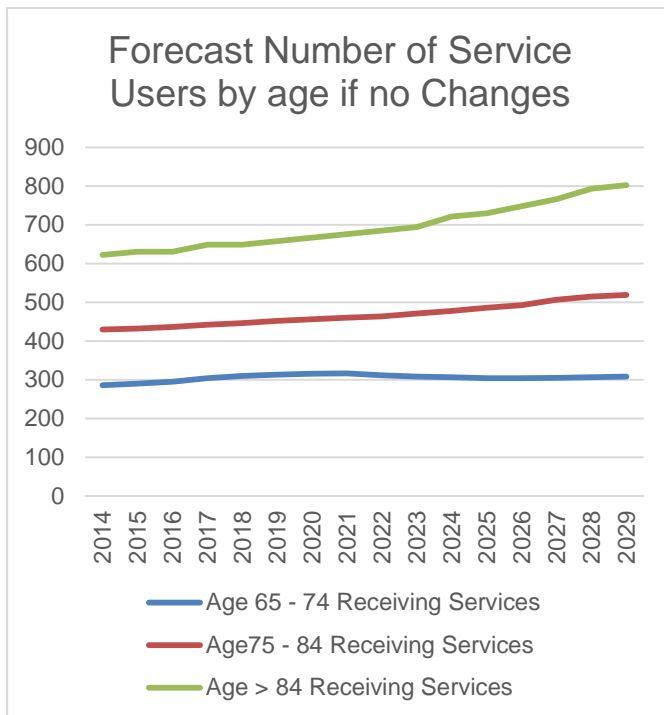


The projected percentage increase for each age band for Denbighshire is illustrated below, using **Stats. Wales'** Denbighshire data ¹ as a baseline and applying national forecast incremental changes to the Denbighshire values.



If we apply these percentage increases to the numbers of people currently receiving significant support and/or residential care in the county, the forecast for people over 64 requiring significant support in the future is illustrated below:

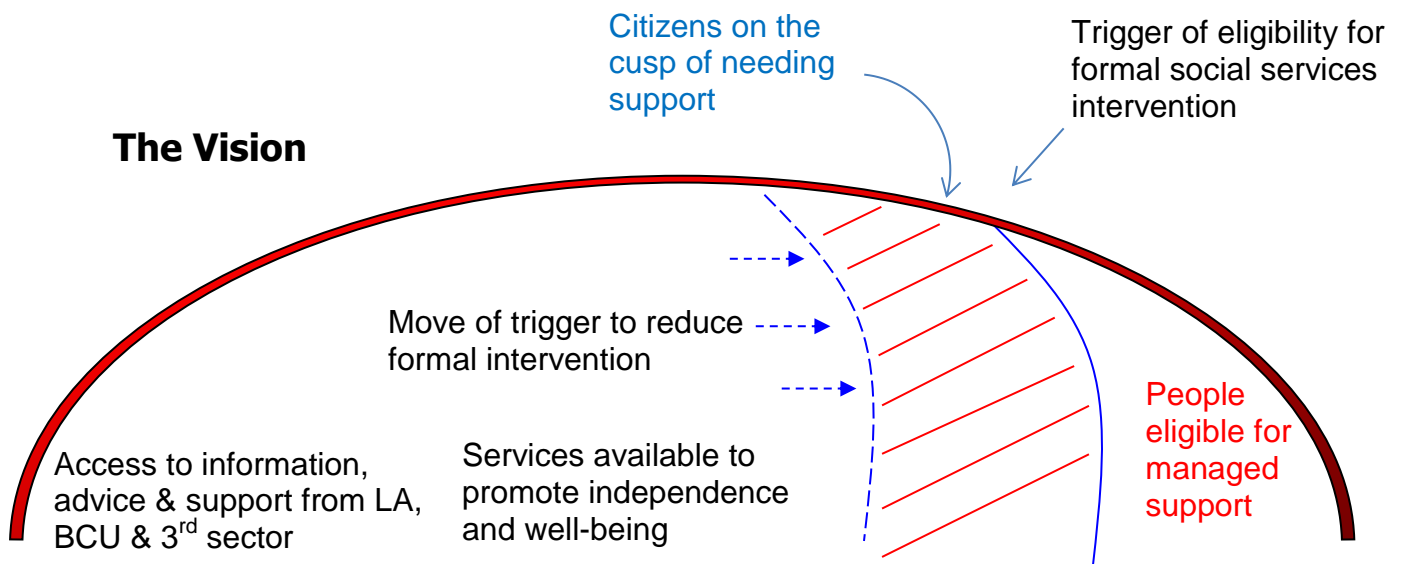
¹ <https://statswales.wales.gov.uk/Search?Query=population+by+age>



There would be an overall increase of c. 17% of over 64's requiring significant support, the majority of these citizens being over 74 as the 65 to 74 age range is projected in fact to decrease by 2025 onwards. This would equate to a significant increase in budget of an estimated £5 million per annum, unless we can prevent the trend.

The diagram below illustrates our ambition to move the point at which formal social care is needed (move the blue line) incrementally so that, increasingly, citizens have access to as much advice, information and assistance as possible without formal social care intervention.

The diagram below is adapted from a model developed by the Social Services Improvement Agency:



This model illustrates the need to give greater attention to strengthening the left side of the 'windscreen' by supporting independence, so that the need to provide managed support on the right side of the model is reduced or delayed.

Effective early intervention and preventative services are at the heart of this strategy and the need to strengthen them is now a legislative requirement!

Early Intervention and Prevention

Early Intervention is defined as targeted support that will contribute towards preventing or delaying the development of people's needs for managed care and support or managing a reduced reliance on that care and support. It is recognised that sometimes people will need a little more support to regain and sustain their independence. The Council's aim is to intervene as soon as possible if a citizen is in crisis to help regain and sustain well-being and independence.

The Social Services and Well-being (Wales) Act requires Councils to work in collaboration with partners and to ensure that a range of preventative services is available and accessible to everyone in the community. The aim is to ensure all citizens can take responsibility for their own well-being, using the services which help prevent poor well-being. These services are targeted to encourage each citizen to:

- Be more active
- Connect with others and prevent loneliness
- Enjoy the environment in which they live
- Keep learning
- Give back to their communities where possible.

Preventative services can be:

- Universally provided to help people avoid the need for care and support
- Targeted at individuals who have an increased risk of developing care and support needs, and
- Aimed at minimising the need for existing care and support needs for a service user

We wish to ensure that, when people have care and support needs, they will have greater access to locally based services that facilitate self-care and support them to maintain their independence. This approach will seek to delay or reduce the need for ongoing care and support and will focus on meeting people's needs in their own community wherever possible. At all stages, we will work to ensure that people are able to have a strong voice and control over the **well-being outcomes** they need to achieve in order to remain independent and the means to achieve them.

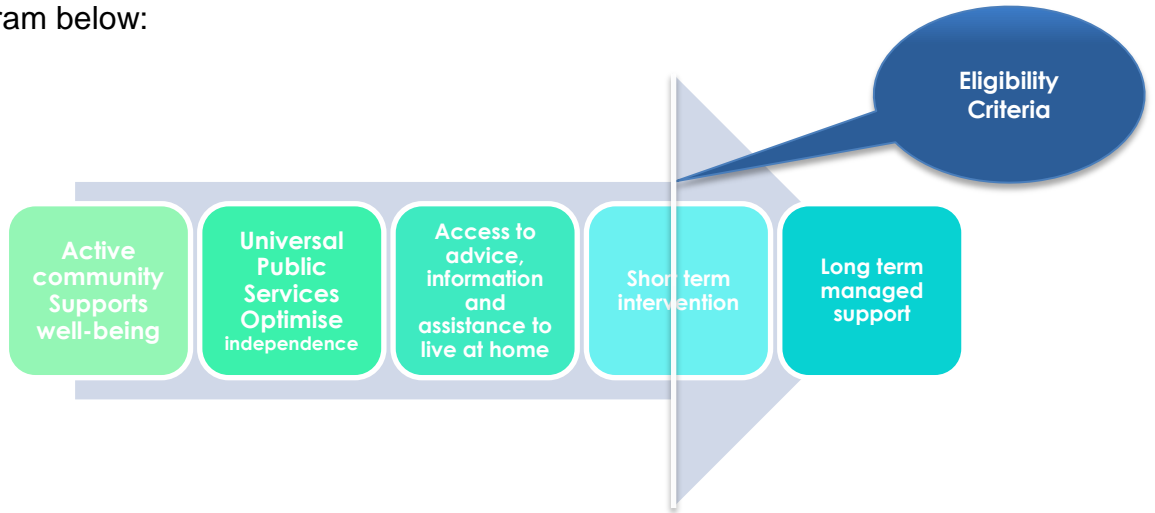
Well-being

Promoting the well-being of Denbighshire citizens is a critical part of this strategy. When citizens come into contact with our Community Support services, we will have a conversation and try to understand what outcomes to improve well-being each person would like to achieve. We are interested in what matters to each person and not what is the matter with them. We will work with citizens to agree how to best achieve their well-being outcomes, taking into account the strengths and support they already have, their likes and dislikes and what is local to them. Well-being outcomes will be based around the following framework, enshrined in the Social Services and Well-being (Wales) Act:

- People know and understand what care and support opportunities are available and have a voice in determining how to meet their well-being outcomes
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation opportunities are available and accessible
- Citizens can enjoy healthy domestic, family and personal relationships
- Citizens can improve their social and economic well-being – able to participate in social activities and enabled to work
- Citizens have suitable living accommodation

OVERVIEW OF SUPPORTING INDEPENDENCE STRATEGY

Supporting Independence in Denbighshire consists of 3 key elements, illustrated in the diagram below:



Each of these elements is summarised below and the following sections of this strategy provide more detail.

ACTIVE COMMUNITIES THAT SUPPORT WELL-BEING

This element of the Supporting Independence in Denbighshire strategy closely aligns with the Denbighshire Well-Being Plan and Ageing Well Plan. Improved well-being for the whole community is fundamental to achieving the goal of preventing dependence on formal social care intervention. The whole community benefits from this approach and it has a positive impact on the more vulnerable members of a community. Improving and sustaining the well-being of citizens will prevent the need for formal intervention and sustain their independence.

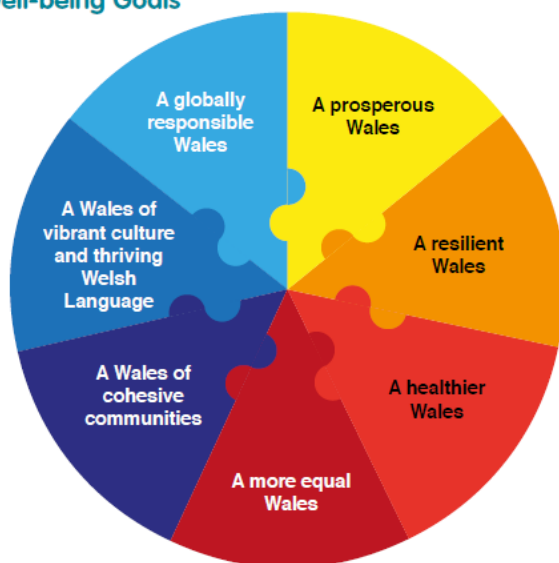
The Denbighshire Well-Being Plan

The **Well-Being Plan** for Denbighshire supports and enables the Independence of citizens, through developing an active community which supports well-being and working across the Council to build on accessible, inclusive universal services that prevent the need for formal intervention.

Vision

The aim of the Denbighshire Well-being Plan is to promote the well-being, independence and resilience of all citizens and to help communities build on their strengths and become self-supporting. We want to help communities regain the ability to be more supportive towards people who are vulnerable. This is in line with the themes underpinning the Well-being of Future Generations Act. All public services will ultimately have to work together and in partnership to benefit the well-being of citizens. The Well-being goals have been set out by Welsh Government, illustrated below:

Well-being Goals



Our Ageing Well Plan also underpins this vision of well-being for citizens.

Ageing Well Plan for Denbighshire

This Plan aims to make Denbighshire a great place for people to grow old, through working with partners. In summary, it:

- influences the development of shared spaces to benefit access and uses for older people
- addresses the impact of falls on people's well-being and encourage greater prevention
- links with the Well-being Plan to encourage local community groups and businesses to be dementia-friendly and to strengthen citizens' awareness of dementia
- encourages partner agencies to offer opportunities for learning and employment for older people
- develops a view of what shapes loneliness for older people and work with a small group of people to identify community responses to combat loneliness and social isolation.

Community Navigator

During 2015/16 we worked with third sector partners in piloting a new community focused approach to supporting people in their communities. Working closely with Community Support Services Cluster Teams within 'Talking Points', the purpose of the Community Navigator project is to assist individuals with identifying what help might be available in the community to support their health and well-being.

In delivering this service, third sector providers will develop and support local networks and communities to:

- Support individuals to live as independently as possible in the community by providing information and advice on appropriate resources
- Ensure there is a person centred approach to supporting local people
- Support citizens to achieve outcomes that are important to them
- Ensure that a range of resources are available in the community to fulfil the prevention aspects of the Social Services and Well Being Act to ensure continuous improvement in practice.

Advice and information is now available from a range of community venues – in partnership with Age Connects and the British Red Cross, and we are identifying at a much earlier stage how people's general health and well-being can be supported. This initiative has proved to be very successful and, following a pilot project, we have now identified Intermediate Care Fund monies to expand the project.

Work with the Third Sector

Our Third Sector Strategy acknowledges the valuable role of the third sector and sets out how Denbighshire Community Support Services (CSS) intends to work with the third sector over the next 5 years, including an outline of the current legislative framework, the principles, the priorities, and the funding in relation to third sector services. It also includes an explanation of the framework within which Denbighshire CSS will fund or procure services for adults and/or Carers from the third sector,

Whilst this Strategy relates specifically to the authority's intentions in relation to adult social care support by the third sector, it serves to complement other local strategies including the Betsi Cadwaladr University Health Board third sector strategy, the Denbighshire Ageing Well Strategy and the Denbighshire Well Being Plan.

All organisations applying for funding will be asked to detail how their service or project aims to address each of the following priorities. :

- ✓ Promoting independence and resilience
- ✓ Developing supportive communities
- ✓ Reducing isolation or loneliness
- ✓ Preventing or reducing reliance on statutory services
- ✓ Providing information, advice or assistance

It will be expected that, moving forward, third sector funded services or projects will need to evidence how they are providing preventative services, including how they complement and work together with statutory, independent and other third sector services to do so.

We recognise that small community based projects can often make a substantial difference to supporting people's health and well-being. In view of this, we are now making a financial contribution to Y Waen Outreach Centre near St. Asaph. This provides day activities to a number of older people in the medium of Welsh and last year it was visited by Sarah Rochira, Older People's Commissioner for Wales, who concluded that; "the support provided at the centre clearly fits with the new duty being placed upon Local Authorities in respect of the prevention agenda".

A Corporate Approach

In order to implement the Supporting Independence in Denbighshire Strategy effectively it is imperative for there to be a strong corporate approach. The Strategy therefore makes clear links with the Well-being Plan. However, moving forward, there is a need to strengthen the way individual Departments of the County Council can make a contribution to this strategy.

Ageing Well Plan

In relation to older people, there is also a need for an effective partnership approach to implementing our Ageing Well Plan. This identifies key actions in relation to the five themes of:

- Age Friendly Communities.
- Dementia Supportive Communities.
- Prevention of Falls
- Loneliness and Social Isolation.
- Opportunities for employment learning and new skills.

The Implementation of this Plan is overseen by the Older People Reference Group, which involves a number of partner organisations.

UNIVERSAL SERVICES THAT OPTIMISE WELL-BEING

Vision

The Council is already involved in a range of initiatives that promote the well-being of citizens: for example;

- development of public libraries to become versatile community hubs
- anti-poverty initiatives - e.g. fuel poverty strategy
- Implementation of the new Housing Act and the Housing Strategy focus on supporting independence and prevention of homelessness.

In addition, other public services are focusing more on well-being and, hence, citizens' independence for example:

- GPs have a critical role in encouraging citizens to take responsibility for their well-being
- The Health Board, Betsi Cadwaladr University Health Board – wishes to encourage health and well-being and manage chronic conditions within the community, thus preventing the need for hospital admission
- Public Health Wales' Transforming Health Improvement in Wales Programme has been set up to change the way we work to shift our emphasis away from delivering interventions that only reach a small number of people towards interventions which achieve change at a population level.

Single Point of Access Service

The Social Services and Well-being (Wales) Act requires Local Authorities to offer advice and information services, in partnership with Health and the Third Sector, as one of the preventative/early intervention strategies. This is managed through the Single Point of Access Service.

This service has a key role in assessing a person's need for support and directing people to the most appropriate solution to meet their needs. It has a key role in identifying and providing early intervention and preventative support to reduce the need for managed care and support. This is often achieved through getting a clear understanding of the issues presented by individuals and signposting them to appropriate sources of support within the community.

Talking Points is an exciting new initiative for citizens and staff in Denbighshire which involves the development of a person centred approach to supporting local people. It seeks to support and empower citizens to gain in independence, remain living in their homes for longer and achieve outcomes that are important to them. Most importantly, it's a preventative approach that strengthens the person's resilience and seeks to avoid future crises. It aims to reach out to local people, who are encouraged to get involved and are treated as equals. Working alongside professionals, each person is valued for their unique knowledge, expertise and experience.

SPoA

Funding was secured in 2013 from the Welsh Government to develop Single Points of Access (SPoAs) across North Wales. The vision was to 'create a new, streamlined, way for adults to gain access to advice, assessment and coordinated community Health and Social Care services, by contacting just one telephone number'. The SPoA for Denbighshire is based in Rhyl and consist of Council, Health and Third Sector staff working together. The team responds to enquiries from citizens and other professionals. Some important initiatives have been taken forward:

- A focus on trying to understand what matters to the caller and delve quickly into understanding the needs of citizens
- development of databases to support:
 - offering initial advice and information
 - sign posting citizens to relevant activities and/or services
- development of knowledge about what activities, clubs and groups exist in the community
- sharing information and building relationships with the Third Sector and Health partners
- developing better ways to collaborate with partners to respond to citizens where specific conditions apply, such as falls.

The scope of the pilot project comprises 8 – 12 staff co-working in a number of locations to begin with, to proactively engage with the community they support, forging new or different relationships with the Council, the Third Sector, provider organisations and other agencies, in particular some community health services. More info needed here about TP's

The SPoA is now commencing Phase 2 of development, entailing:

- developing and maintaining an information hub and working on on-line information for Citizens to access advice and information themselves
- further integration of systems and procedures
- exploring opportunities for partnership working and joint funding, including co-location with Health

NEXT STEPS

In order to achieve this Strategy effectively, we set out there are a number of future steps. We will:

- promote the strategy with our partners and across the Council so every public sector officer works to ensure citizens' independence can be supported
- continue to monitor and evaluate how we support independence through scrutiny of our service business plans and engagement with residents
- present update on Strategy to Senior Leadership Team to identify ways of strengthening the corporate approach to its implementation
- expand the of the Community Navigator project with Intermediate Care Fund finance
- continue to roll out and develop the Talking Point initiative
- further embed our new approach to working with individuals which emphasises the importance of prevention and recognising their own assets and those within their families and communities (See Resource Wheel)
- explore possibility of a joint approach with BCHB in the further development of the Strategy
- develop and implement a communication plan which includes engagement with town and community councils
- implement our revised Carers' Strategy (it is fully recognised that carers have a critical role in supporting the independence of people that they care for and that they need to be effectively supported in this role)
- continue to ensure that the Third Sector is able to make an effective contribution to the implementation of this Strategy
- development a Homelessness Strategy, in partnership with key stakeholders, so that more is done to prevent people from losing their accommodation in the community

FEEDBACK

If you would like to make any comments on this strategy, please email feedback to:

gwynfor.griffiths@denbighshire.gov.uk

Related Initiatives

The implementation of this Strategy will be linked to a number of related initiatives. These are:

- Denbighshire Wellbeing Plan
- Denbighshire County Council's Corporate Plan 2012-17
- The Ageing Well Plan
- Denbighshire Social Services' Workforce Development Strategy version 4.0
- Community Support Services' Business Plan for 2015/16 (<http://intranet-ad/sorce/>)
- The Denbighshire Wellbeing Plan (<http://wellbeingplandenbighshire.org.uk/>)
- Denbighshire Carers' Strategy
- The Intermediate Care Fund Programme
- The BCUHB 3 Year Plan
- Community Support Service Third Sector Strategy
- Market Position Statement
- Housing Strategy