



Care and support for people in our area

Our plan for adult social care services in York



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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 area 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.



- Disabled people.



- People with **mental health** problems.

Mental health affects your mind. Things like your thoughts, feelings and how you cope in every day life. Your **mind** controls how you think and feel.



- 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.



This is our plan for our adult social care services.



It says how we will give people good help, 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.



We want to make sure people come first in their care and support.



We want them to live their best possible lives.



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



We will also work together with different people and groups in York.



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



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

Big thing 1: Put people first



We will 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 area.



This way of working helps people to make their own choices about their care and support.



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

Big thing 2: Give people early help and support



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

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

- Information about help and support in their local area
- Information about how to stay healthy and well.



Early help and support can stop people from needing support from adult social care.



And it can stop people from needing to go into hospital.

Big thing 3: Support people to live well at home and in their local area



We want to help people to live how they want to. And help them to live where they want to live.



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

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



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



We will help people 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.

Big thing 4: 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:



- 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.

Big thing 5: Spend 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.

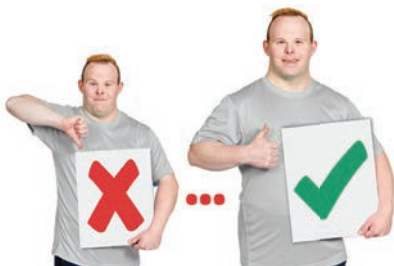


We will be honest and open about how we spend money.

Big thing 6: Use information to make decisions about our services



We will collect good and clear information about our services.



Things like what is working well and things that could be better.



We will listen to people when they tell us about using our services.



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



We will keep checking how our services are doing. And we will share what we have found out.

Big thing 7: Work together with health services and other organisations



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



The council, health and care services and local groups will work together more closely.



We will make it easier for people to understand what support they can get. And what they need to do to get support.

Big thing 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.



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



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.

Big thing 9: Help people leave hospital safely and 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 when they leave hospital. Or they have to wait for it.



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

This will help people to leave hospital quicker and in a safe way.



And it should mean less people will need to go back into hospital.

Big thing 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 and unpaid carers.

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 care and support.

Big thing 11: Work together with other local councils



We will talk to other councils.
We will share ideas about things that work well.



This will help us to learn new ways of working.



And it will help us to solve problems that are the same in all our areas.

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



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.



We will be kind and treat people with respect.



We will support people to make their own choices.



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.



We will involve unpaid carers in plans and decisions about the person they care for.



Sometimes an unpaid carer might not be able to care anymore.



If this happens, we will support the unpaid carer and the person they care for.



Supporting people's wellbeing

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



It is really important to think about people's wellbeing.

We should think about their whole lives when we think about their care and support.

We will support people's wellbeing by:



- Thinking about what care and support people need now. And what support they might need in the future.



- Helping people to stay healthy.



- Helping people to live, work and learn well.



- Helping people to join in and feel at home where they live.



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

Contact us



If you have any questions or you need more information, you can contact us.



Email us:

ASCtransformationteam@york.gov.uk



Phone us:

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