

# Adult Community Care Services Strategy Consultation

The draft Adult Community Care Services Strategy was consulted on from 10 April 2008 to 18 July 2008. The Strategy was presented in various formats to make sure that it reached the broadest possible audience. These formats included:

- Full document
- A simple PowerPoint presentation
- Web-based information and feedback forms

Eight consultation meetings were held across the Borough.

## What people said

Everyone who took part in the consultation process positively embraced the Strategy's key aims and outcomes. There was no dissent or disagreement expressed about **what** we were trying to achieve. However, there were some questions and concerns about **how** we were going to achieve our eight key outcomes. These questions and concerns are summarised below under each of the Strategy's key outcomes.

### Targeting the most vulnerable

- How will the Council reach people with higher level needs to make sure they are properly supported?
- What plans are there to promote the Council's services in a positive way to encourage people to use them and challenge negative perceptions?
- Where do people with lower level needs go to get help?
- What services are available to help people with lower level needs maintain their independence?
- How do people find out about these services?
- What plans are there to make sure people know about the various services available?
- Even if good information exists about various 'preventative' services, some people will need support to access them!

### Prevention, rehabilitation and recovery

- Where do people go for rehabilitation?
- How do people find out about the various rehabilitation options?
- What arrangements are there to make sure that people who need rehabilitation services get them?
- Rehabilitation should be about confidence building and social functioning as well as physical/ medical wellbeing!

### **Resources and value for money**

- Is the Council using its resources efficiently and effectively?
- How is the use of various resources – staff, services, buildings – monitored and evaluated to make sure they are being used to best effect?
- Are all the various Council departments working together to achieve common objectives?
- Is there scope for the Council to share resources with local health services and the private and voluntary sectors?
- How will the Council make sure service contractors are delivering services to agreed standards and objectives?
- Will people using services be involved in reviewing contractors' performance?

### **Integration, seamlessness and partnership**

- Are local services working together to benefit local people?
- What arrangements are there to review and develop 'partnership' working?
- Do these arrangements involve people using services?
- Are there better ways of working together – can local private and voluntary services be accredited to act as service brokers on behalf of the Council?

### **Independence, autonomy and personalisation**

- How will people using direct payments and personalised budgets be supported to take full advantage of them?
- How will people using direct payments and personalised budgets be safeguarded?

### **Safeguarding vulnerable adults**

- How are people living in care homes or in their own homes going to be safeguarded?
- What information, advice and support will be available to help people keep themselves safe and well?
- What plans are there to publicise the various sources of help and support to help people keep safe or get help if they are being hurt or harmed?

### **Dignity, respect and equalities**

- How do you make sure local services are attractive to all sections of the local community?
- What plans are there to promote and encourage social care services amongst the hard to reach groups?

## **Engagement and co-production**

- How do you encourage people to get involved in developing local services?
- What opportunities are there for people to have their say about the running of local services?
- What support is there to help people get involved?

## **Consultation outcomes**

The Community Care Services Strategy, and in particular the associated Action Plan, has been revised to reflect the outcomes of the consultation. The revised Strategy addresses people's questions and concerns in a way that strengthens its comprehensiveness and integrity.

Moreover, many of people's questions and concerns have also been addressed in the Council's **Independence and Wellbeing Plan** presented to the Executive Committee on 22 July 2008.

This Plan was developed to make sure that, in partnership with local organisations and communities, Kingston residents were supported to help themselves to keep independent, safe and well.