



**Adult Social Care**

# **ADULT SOCIAL CARE COMMISSIONING STRATEGY**

**2023 - 2029**



**HARTLEPOOL  
BOROUGH COUNCIL**

# 1. PURPOSE OF COMMISSIONING STRATEGY

This document is intended to outline the adult social care commissioning strategy for Hartlepool Borough Council over the next three years.

To achieve this we need to work collaboratively with people who receive support, our providers, other partners and the wider community to understand our population, commission services that meet need and help people to achieve their goals and develop our local market in Hartlepool.

## 2. ADULT SOCIAL CARE VISION

Our vision is that “We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.” with the following priorities:

- I want more information and advice to help me support myself
- I want to be part of my community and not feel lonely
- I want to be as independent as possible and to choose how I'm supported
- If I need them, I want access to good quality services with skilled staff.

All of our work is underpinned by our Foundations or practice:

- Community Led Support and Strength Based Practice
- Co-production
- Commissioning
- Workforce
- Partnerships
- Safeguarding

Our focus over the last couple of years has been the implementation of our Community Led Support approach. Our commissioning strategy is focussed on ensuring that this approach is fully embedded in all that we do. Our aim in the longer term is to develop asset based commissioning however we acknowledge that we need to get co-production right in the first instance with a phased approach to asset based commissioning.

## 3. NATIONAL AND LOCAL CONTENT

This strategy has been developed in a time of significant pressure and change for adult social care. The COVID-19 pandemic has highlighted the difficulties faced by those that use care and support services and the organisations that support them.

**Much of our work is governed by the 2014 Care Act which sets out a number of key responsibilities of local authorities. These include ensuring that:**

- People's wellbeing is promoted, independence is improved and that care providers and care givers promote a person-centred approach to the care and support they provide.
- People receive services that prevent their care needs from becoming more serious, or delay the impact of their needs.
- People can get the information and advice they need to make good decisions about care and support.
- There is a range of provision of high quality, appropriate services to choose from.
- Safeguarding duties are in place to protect adults at risk of abuse or neglect.

**Going forward how, and what we will commission, will also be influenced by:**

- The Health and Care Act: which introduces two part statutory Integrated Care Systems and a new legal duty for the CQC to assess the performance of local authorities in discharging their 'regulated care functions' under the Care Act 2014.
- People at the Heart of Care White Paper: which sets out the Government's 10-year vision for transforming support and care in England, including funding reform and fair costs of care, a strong focus on the use of technology, improved integration between housing and health and social care and support for the social care workforce.
- Health and Social Care Integration; Joining up Care for People, Places and Populations White Paper: which focuses on integration arrangements at place level and aims to accelerate better integration across health, adult social care and housing services.

**This commissioning strategy sits alongside other strategies and plans:**

- Joint Health and Wellbeing Strategy and Plan 2018-2025
- Better Care Fund Plan
- Carers Strategy
- Workforce Strategy

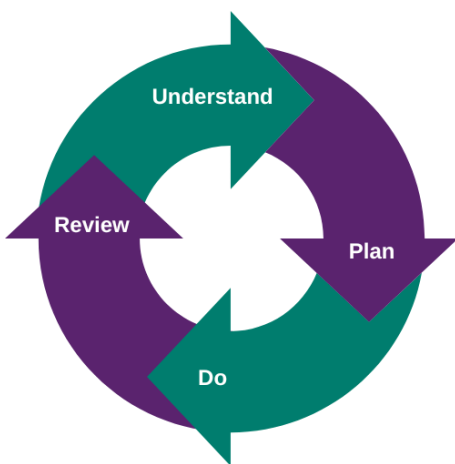
## 4. LOCAL NEEDS

Hartlepool Market Position Statement sets out information about population/current market and can be found at:

<https://northeastmarketpositionstatement.co.uk/intro/#panel-hartlepool>

The Market Position Statement is used to understand the current market for adult social care services and to identify future demand for services. It is our intention that this document acts as a starting point for meaningful discussions between the council and providers and potential providers of services to ensure that we can collectively meet need.

## 5. COMMISSIONING CYCLE



‘Commissioning is the process for deciding how to use the total resource available in order to improve outcomes in the most efficient, effective, equitable and sustainable way.’

## 6. WHAT DO WE COMMISSION?

We have a range of commissioned services details of which are included in the [Commissioned Services Directory](#).

# 7. OUR COMMISSIONING PRINCIPLES

## Co-production

- We will work to build co-productive approaches into all elements of commissioning and quality.
- We will ensure that those who use services, their carers and families will be involved in the review, design and delivery of our work.
- We will ensure that the language we use and how we communicate with people using services, our providers and other partners are inclusive and accessible.
- We will make sure we have the right skills and access to resources within our team to do coproduction properly.
- We will listen and learn, improving the way we work and ensuring we tell people about the difference their contribution has made.

## Promoting equality and inclusion

- We will design, commission and deliver services that are accessible, inclusive and responsive to the needs of people and communities within Hartlepool.
- We will work to improve the scope and quality of our equalities data across all protected characteristics and how we use it to identify need.
- We will complete meaningful Equality Impact Assessments that will inform the way we work.

## Choice and outcome focussed services

- We will commission services that take strength0based approaches.
- We will work with those who use services, their carers and families to design services that focus on outcomes, rather than output - ensuring that people get the right amount of care and support to meet need and achieve their ambitions.
- We will commission service that are flexible and work when and where people need and want them.
- We will work with workers to ensure the range of services on offer are understood, accessible and respond to needs and outcomes identified in assessments and reviews.
- We will look at how we use outcome-based reporting so we understand performance.

## Early Intervention

- We will commission services that offer support at the right time to help people build confidence and live as independently as possible.
- We will actively consider ways to prevent or delay the need for further care and support across all our service areas.

### **Improving quality**

- We will continuously review our quality monitoring systems, processes and intelligence to support a proactive approach to improving quality and identify early warning signs of concerns.
- We will provide on-going support to providers to build effective relationships and support sustainability of provision.

### **Working in partnership**

- We will continue to foster open and positive relationships and communication with our providers.
- We will support providers to address quality concerns early.
- We will actively engage with the market throughout the commissioning process and encourage the development of new and innovative services.
- We recognise our role in the wider Health and Social Care system and are committed to working in partnership with our colleagues in health services.
- We will continue to develop opportunities for genuinely integrated commissioning, lead provider arrangements and pooled budgets.
- We will work in partnership together to improve quality and performance in services.

## **8. COMMISSIONING PRIORITIES**

### **Our commissioning priorities over the next three years**

1. Working with people of Hartlepool, community organisations and providers to support individuals to get the right support at the right time:
  - Understand the needs of our community now and in the future - development of corporate intelligence hub to use information across the council to predict needs.
  - Commissioning online offer - developing help seeking behaviour/empowering people to engage online if not able to attend hubs.
  - Enable people to make connections in their communities so they are not lonely - Community Led Support - look for opportunities to develop CLS through our commissioning activities.

2. Enabling people to have more choice in how they live independently:
  - Supported living
  - Housing Care and Support
  - Specialist Domiciliary Care - Learning Disabilities/Mental Health/overnight Learning Disabilities/Mental Health provisions - exploring different delivery models
  - Assistive technology - preventative offer and a stronger focus on the management of Long Term Conditions and link with the NHS Urgent Community Response system
3. People are supported by excellence providers when they need care and support:
  - Recruitment and retention of staff - working with providers/Development of Health and Care Academy
  - Sustaining quality
  - Sustainability of providers - funding/Market Sustainability Plan
  - Nursing offer/Discharge from hospital
4. Broadening our community offer to people experiencing dementia and their family carers, by focussing on housing, care and support and assistive technology.
5. Unpaid carers - review current model in partnership with Hartlepool Carers to look for opportunities for further collaboration including improved collaboration and communication with primary care.
6. Explore opportunities for the council to provide residential care when the market is not responding to individuals' needs.
7. Explore opportunities to jointly commission with health when it's in the 'best interest' of the residents of Hartlepool.
8. Work with our partners to deliver a new mental health community-based offer which allows for collaboration pathways across the system it operates within.