

# Better Outcomes Better Lives



## ADULT SOCIAL CARE STRATEGY

2024 - 2029

Review Date: July 2025



**HARTLEPOOL**  
**BOROUGH COUNCIL**

# Introduction

## **This strategy sets out how Adult Social Care in Hartlepool enables people to have better outcomes and better lives.**

Our focus is on supporting people to be part of communities and to be as independent as possible for as long as possible. When people need support we make it as easy to access as possible, having a good conversation with people and using a community led approach. We work closely with the voluntary and community sector, carers and families as well as statutory partners to provide support that is joined up and person centred. We work with health partners to reduce avoidable admissions to hospital and to permanent residential care and, when people do need support, we give them choice and control over how this is provided and access to good quality, caring services.



## Our Vision



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. We want to make this a reality for people living in Hartlepool so that they have better outcomes and better lives.

## Our Values



The Council's values centre around being **CARING** – Creative, Aspirational, Respectful, Inclusive, Nurturing and Genuine, and inform how we behave.

### CREATIVE

- Curious and look for ways to improve our services
- Flexible in our approach
- Look for innovative solutions

### ASPIRATIONAL

- Work towards our vision for Hartlepool
- Driven to achieve good outcomes
- Go the extra mile to deliver the best services we can

### RESPECTFUL

- Kind and courteous to all
- Listen and value others
- Involve and communicate with others

### INCLUSIVE

- Promote fairness and equality
- Value and include everyone
- Celebrate difference and value diversity

### NURTURING

- Caring and people centred
- Grow talent and develop our workforce
- Are supportive of each other and the services we provide

### GENUINE

- Honest and act with integrity
- Transparent and communicate openly to build trust
- Care about our people, our community and our borough



**Our priorities are based on what people tell us is important to them:**

- I want 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.

## Priority 1: *"I want information and advice to help me support myself"*

People need access to information and advice that helps them to support themselves before they need formal social care support, and on an ongoing basis to help them make well informed decisions. We provide a universal information and advice offer including online resources such as Hartlepool Now, telephone advice through the Support Hub and face to face support in our Community Hubs and make this as easy to access as possible. Our information and advice offer focuses on promoting wellbeing and making people aware of what's already available and is delivered mainly through our Community Hubs.

**Community Hubs are accessible and trusted places where people can find information and connections in a friendly and welcoming environment – they are a gateway to other services and:**



- Provide a safe, welcoming space where people can have a person-centred, strength-based good conversation.
- Involve partners in shaping and delivering support to people.
- Provide opportunities for people to socialise, create and learn together, connect - physically and virtually - and take part in events and activities to improve their health and mental wellbeing and reduce social isolation.
- Promote healthy lifestyles.
- Provide a financial support and guidance service to promote financial wellbeing.



## Priority 2: *“I want to be part of my community and not feel lonely”*

Belonging to a community, whether it's a street or neighbourhood, or a community of people with a similar interest is really important to people and their wellbeing. We will continue working with our partners, including the Voluntary and Community Sector, to be aspirational for people and to nurture opportunities through access to ideas, imagination and connection, to support people to live the best lives they can. We use a strengths based approach to understand how people live their lives, what is important to them, what they like doing and what networks of support are already available to them. Finding out what support is already available, or signposting someone to existing resources in the community can help them to remain independent and reduce social isolation.

**We have developed Community Hubs as safe, trusted and comfortable community spaces used to inspire, broaden horizons and celebrate diversity that:**

- Provide space and support to develop activities and events reflecting community needs.
- Attract diverse groups and raise awareness amongst the wider community of cultural difference to foster greater understanding and community cohesion.
- Promote, provide and develop volunteering opportunities to give people purpose.



### Priority 3: *“I want to be as independent as possible and to choose how I’m supported”*

When people need to access formal social care support, we still want to support them to be as independent as possible for as long as possible. We also think it’s really important that people are able to choose how they are supported wherever possible.

When people first come into contact with adult social care it can be because they are in a crisis situation, due to a sudden change in their lives such as a new health condition or a fall, a hospital admission or the loss of a partner or carer. When a person is in a crisis situation we help them through the time of crisis then work with them and their families when things are more stable to consider any longer term support needs.

We ensure people are informed about the options available that might help them regain their independence and live at home. Sometimes people only need a one-off intervention such as equipment or an adaptation to their property that enables them to remain independent, or some support for a few weeks to regain their confidence. We will always consider one off and short term interventions, along with existing support networks, before we look at longer term options that may reduce a person’s independence.

Although we focus on wellbeing, community support and short term interventions where possible, some people have needs that require a longer-term solution. When this is the case any support that we provide will still aim to restore, maintain or enhance independence, helping people to live the best life possible. We will have conversations with people, carers and their families about aims for the future and expectations about social care support.

We will work with people to develop support plans that promote independence and wellbeing and use personal budgets to give people choice and control over how their needs are met.

We will ensure support is appropriate to peoples’ needs and for those people who contribute towards the cost of their care we will ensure they are only paying for what is required. We will also work with people so they are informed about any benefits they are entitled to.



## Priority 4: “If I need them, I want access to good quality services with skilled staff”

When people need support from adult social care services it's important they are confident that services are safe, timely, responsive and person-centred, as well as being confident about the quality of services and being supported by well trained and appropriately skilled staff. We have strong and effective relationships with local providers and work with them to share and promote best practice and to improve the quality of services. We want services to be responsive to local needs and will involve people and their families or carers in the design, delivery and review of adult social care support.

We are committed to inspiring, empowering and developing our own workforce and encouraging local providers to do the same. We want to raise the profile of adult social care as a valued career choice so that we can recruit the best possible people, and offer them the support and opportunities that make them want to stay with us.





**The foundations that underpin our work are:**

## CO-PRODUCTION

Co-production describes working in partnership by sharing power between people who draw on care and support, carers, families and citizens. Co-production is a key concept in the development of public services and it has the potential to make an important contribution to all the big challenges that face social care provision.

We will use the principles of co-production developed by the Social Care Institute for Excellence to inform how we further develop our approach to co-production.

- Equality – recognising that everyone has assets
- Diversity – being as inclusive as possible
- Accessibility – ensuring that everyone can be involved
- Reciprocity – getting something back for putting something in.

We will look at how we use co-production across all aspects of adult social care, considering culture, structures, practice and review to ensure that the approach is embedded.

## COMMISSIONING

Our Commissioning Strategy sets out how we will 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.

The Commissioning Strategy sets out the following key principles we will work within:

- Co-Production;
- Promoting equality & inclusion;
- Choice and outcome focused services;
- Early intervention;
- Improving quality; and
- Working in partnership.

## WORKFORCE

Our Workforce Strategy recognises that our workforce is a key asset, and fundamental to achieving our vision for adult social care.

### The three key aims of the Workforce Strategy are that:

- Adult Social Care is led by competent, visible, collaborative and innovative managers, who take a systems approach to improve the quality of support and care, and develop and deliver strengths based services fit for the future.
- People receive the care and support they need when they need it within their community through a community led model that focuses on strengths based approaches and better conversations. People will be naturally collaborative in how they work.
- We have a confident, capable and qualified workforce with the right values and behaviours who deliver high quality, strengths based support and want to stay with us.

## SAFEGUARDING

Safeguarding adults is a core statutory duty that runs throughout everything we do within adult social care. We are committed to working with partners through the Teeswide Safeguarding Adults Board to ensure that 'our safeguarding arrangements effectively prevent and respond to abuse'.

The Board has a Strategic Business Plan focused on four key priorities:

- **Joint Working** - We will develop a whole system approach to safeguarding adults which is responsive to individual's needs, views and wishes.
- **People** - We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities.
- **Communication** - We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board.
- **Services** - Services are commissioned and provided partners to meet the individual needs of adults who are most at risk of abuse or neglect.

An Annual Report is produced that summarises safeguarding data, achievements and progress against the strategic priorities.

## PARTNERSHIPS

We recognise that achieving our vision requires collaboration and have established effective partnerships with a wide range of organisations that contribute to this.

Examples of successful partnerships include:

- **Delivery of Better Care Fund** objectives through an Integrated Single Point of Access, Integrated Discharge Team and Home First Pathways, reducing length of stay and delayed discharges and supporting more people to return home following a hospital stay.
- **Working with NHS and Voluntary Sector organisations** to deliver Community Mental Health Transformation, which has reduced waiting times, allowed people to be seen in an accessible community environment and enabled people to access more support in the community.
- **Partnership working** with Hartlepool Carers to change our approach to carers assessments, resulting in reduced waiting times, increased access to peer support and more creative support options being explored.

We don't see partnership working as a goal in itself; we collaborate and work in partnership to deliver better outcomes and better lives for people.

## COMMUNITY LED SUPPORT AND STRENGTHS BASED PRACTICE

We use the Community Led Support model to inform how we work with people, starting with a good conversation, focusing on the strengths and existing support networks that a person has and looking for community solutions that promote independence and a better life before considering formal social care support.

The following aims and outcomes for this work were co-produced with voluntary sector partners, frontline staff and community groups:

- People know when and where to go to have a good conversation about support options.
- People know what is available and are more engaged in their community, taking up a range of opportunities and stabilising demand for statutory services.
- Wherever people are in their journeys, conversations will be strengths based, solution focused, concentrating on maximising people's opportunities to live the life they want to lead.

- People are supported to shape, inform and develop activities, events and solutions to meet their own needs.
- Partners feel that they are actively collaborating in shaping and delivering support to people; they are trusted and engaged to provide opportunities that help people live well.
- Staff are confident in their decision making; they are trusted and able to empower people. With less paperwork and processes, staff have more time to have conversations with people.
- A digitally enabled environment will exist, accessible for the community, partners and staff to develop creative solutions for people.

## HOW WE WILL MONITOR PROGRESS

We will use an Annual Delivery Plan to set clear actions and monitor progress against the Adult Social Care Strategy and will also produce a Quality Assurance Annual Report setting out how we are performing and what people tell us about their experiences of adult social care.

