

Practice Framework – Adult Social Care

2023 -



Introduction

This document has been co-produced by Adult Social Care staff and people who draw on services. It was created in 2019 and updated in 2023. During this period Adults and Children's Services at Shropshire Council combined to form the People's directorate. This practice framework is underpinned by The [Shropshire Plan](http://www.shropshire.gov.uk/the-shropshire-plan-2022-2025/) (www.shropshire.gov.uk/the-shropshire-plan-2022-2025/). For a paper copy of the plan please call First Point of Contact on: 0345 678 9044).

The People Directorate Values

The People Directorate have agreed the following values which will inform the work and practice of all staff.

1. Working together: We value and practice co-production and collaboration and will work in partnership with people to ensure that everyone is supported to do the things that matter to them, in a place they call home, in a community where they can belong.
2. Working with kindness and respect: We will treat everyone (including ourselves and colleagues) with kindness and respect; we will listen and take careful account of what people tell us, lead competently and challenge with integrity and care.
3. Working to value and promote diversity: We recognise and celebrate the value of a diverse population. We will demonstrate this in the way we work. We have a zero-tolerance approach to racism. We will identify, challenge and address all discrimination, inequality and injustice.
4. Working in an open and honest way: We will approach our work with humility and care. We will be open, honest, transparent, and clear. We will do the things that we say we will do. People are the experts in their own lives and we will take time to find out what's important to them.
5. Working with big dreams: We will create a culture of aspiration and achieving potential for all. We believe that everyone can dream, change and grow. We are committed to creating a place where we can do this for our staff and the people who we work with and for.

The general duty of a local authority, in exercising its functions under the Care Act, is to promote the individual's wellbeing. At Shropshire Council the following principle is at the heart of this vision.

“The individual is at the centre of everything we do, and our priority is to enable wellbeing so that people can live their best life”

To achieve this:

- **We will** work with experts by experience and members of the Making it Real board to co-produce our work.
- **We will** ensure that everyone has access to information and advice that supports their wellbeing.
- **We will** ensure all information, advice and guidance is accessible and available through options which suit you, such as online, by phone, through 'Let's Talk Local' appointments, or where required through pre-arranged home visits.
- **We will** work with people and communities to avoid the development of needs for care and support and to intervene early to help people stay well.
- **We will** ensure that there are resources available, such as assistive technology, to enable those with social care needs to maximize their independence and wellbeing.
- **We will** deliver services that enable people to gain or regain skills to help them to live independently.
- **We will** support people in the short term whilst expecting that, wherever possible, people will support themselves in the longer term.
- **We will** work with young people in their preparation for adulthood, enabling them to plan for the future with their families and carers.
- **We will** work with individuals and families in times of crisis.
- **We will** support people with care and support needs to live a life that's free from harm and abuse in line with their own wishes, feelings, and aspirations.
- **We will** ensure people who cannot easily communicate their needs are supported so that their voice can be heard.
- **We will** recognise and enable unpaid and family carers to continue with this vital role whilst also supporting them to achieve their own aspirations and maintain their own wellbeing.
- **We will** encourage neighbours, citizens, and communities to look out for one another.
- **We will** continue to develop our understanding of people's diverse backgrounds strengths, needs and preferred choices, gaining feedback to improve the quality of services.

It starts with you.
You first, you know yourself best.
Consider what works for you to help keep you healthy, happy and safe.

Family friends and others
Your friends, family and neighbours also know you well.
Explain to them what you want; they may be able to support you.

Your community
Consider the resources and people available in your community, such as local groups and clubs.
Look for ways in which your community could support you to keep healthy, happy and safe.

First point of contact
You may need a bit more help and advice at times.
We can provide information and guidance and tell you what else is available.

Lets talk local
You might choose to have a conversation in a local hub, or at home if you are not able to travel.
We will talk to you about what's working well for you and what needs to change

We recognise that lives are often complex with people not always following a path like the one we're describing here, instead joining and leaving at different points and places.

We will know when we have been successful when we see:

Resilient communities helping people continue to live their best life.

- Increase the quality and quantity of information available through the Shropshire Council website (e.g. Shropshire Choices and First Point of Contact) giving people easy access to appropriate information and advice.
- Positive feedback from call back reviews and peer reviews of services showing that services are proportionate and timely.
- A vibrant Voluntary, Community and Social Enterprise (VCSE) sector offering a diverse range of preventative services and an increased pool of volunteers across Shropshire.
- More people with care and support needs living as independently as they are able in their community, in a place they call home.
- A reducing number of safeguarding concerns, safeguarding adult reviews and domestic homicide reviews.

Preventing or reducing people's needs.

- More people regaining independence following effective short-term care and support.
- More carers receiving information and advice and how to access support where required.
- An increase in the numbers of people accessing Let's Talk Local and social prescribing.
- An increase in the number of people who receive support through the voluntary sector.
- More young people being supported appropriately as they prepare for adulthood.

Prevent the development of additional social care needs.

- More people who have care and support needs staying at home and out of hospital.
- An increase in the take up and use of technology enabled care (TEC)
- More individuals and carers are planning for the future, with or without support to do so.
- Our Social Care survey shows increased numbers of people feel safe and have control in their lives.

Meeting people's needs through a creative approach to care

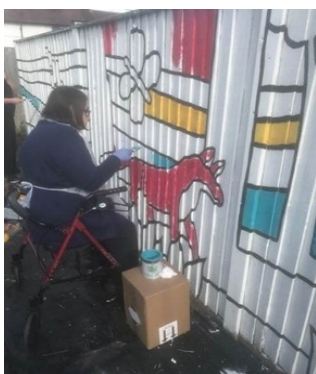
- The establishment of new and innovative ways to provide care and support.
- Offering and promoting Direct Payments.
- Care and Support Plans are co-produced with the adult who we are here to serve and reflect their strengths, values, wishes and aspirations.
- A range of options is available for people within their communities which they can access for information and support.

Adult Social Care has developed 7 principles to guide staff in their practice.

We will support children, young people, adults, carers and families, to:

- Lead the life they want to live.
- Live in a place that they call home.
- Be part of a healthy, safe community where they belong.
- Share power equally between partners.
- Ensure that they are protected and safeguarded from harm.
- Use resources well.
- Provide opportunities to learn which are diverse and inclusive.

In order to uphold the principles our staff will work alongside those who draw on support to co-produce the assessments and support plans. They will be **creative**, **caring** and **Conscientious**.



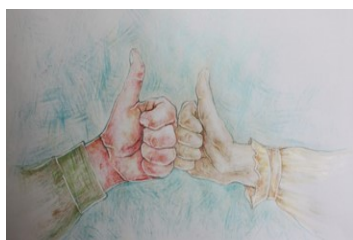
Creative

I will value your diversity, knowledge, life experience and skills and focus on developing your strengths.

I will be familiar with what is happening in the local community and work creatively with you to identify opportunities to help you live the life you want and plan for the future.

I will work with you and your chosen support networks to be creative in identifying what it is you need, what you want to do, and what your hopes and dreams are

I will keep my knowledge and skills up to date.



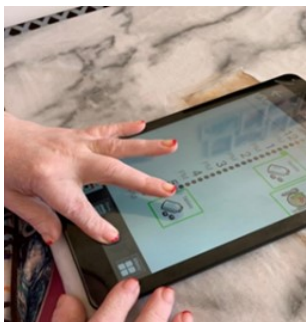
Caring

I will respond to your query in a helpful and timely way.

If unable to help you I will find the right person that can.

I will communicate in a way which works for you making sure I listen carefully and that we both understand the purpose of our discussion.

I will provide information in a way that works for you.



Conscientious

I will make sure you know who I am and how to contact me if you need to.

I will explain what I am doing and do what I say I will in agreed timeframes.

I will be sensitive with your personal information, seeking approval to share when appropriate.



My Pledge

**I will ensure you are at the
centre of everything I do.**

**I will be open and honest
with you and respect your
views.**

**I will aim to make your
experience positive.**