

Adults' Services



A message from Amanda Jupp, Cabinet Member for Adults and Health

Welcome to my summer newsletter. I'm pleased to update you on the many activities over the busy period since my last update.

The challenging financial climate across the health and social care system both locally and nationally remains. The County Council continues with its significant programme of transformation to make sure that we carry on providing the right level of high quality support for our residents within our available budget.



A strong partnership approach will be a cornerstone of the future delivery of adult social care in West Sussex. We are continuing our conversations with community and voluntary sector colleagues and also our customers, carers and residents.

To support the transformation of Adults' Services we recently underwent a Local Government Association peer review. This involved a small team of expert local government officers and councillors spending time with us so we could get a very clear position on where the service is now and where we need to be in the future.

I would like to thank all the staff who participated in the peer review, whether that was attending meetings or gathering evidence, for their valuable contributions. I would also like to thank the customers and carers who shared their experiences and helped us to understand our strengths and areas for further improvement.

The peer review team gave feedback to us on 18 May and I have accepted the recommendations of their findings. An action plan is being developed and we are harnessing the passion and willingness of our staff to improve our service.

I would like to take this opportunity to thank Jana Burton who was the Interim Director of Adults' Services during this period, for her leadership and development of the action plan. Jana has moved on from the County Council and I wish her well for the future. David Sargeant has now joined us as Interim Director of Adults' Services

and I look forward to working with him to take forward the ambitious plans for the service.

I hope you all enjoy the summer holiday period.

Best wishes


Amanda Jupp



Supporting Lives Connecting People

The County Council continues to plan a new approach to delivering adult social care. You may recall in my previous newsletter I mentioned that we were undertaking a second trial of the 'innovation sites' to test

new community-based ways of working. This trial has now concluded and we have been taking some time to review the findings and develop a plan to build on the great work done by staff working in the sites.

With the support of the National Development Team for Inclusion (NDTi) we are using the learning from the innovation sites to develop and implement a strengths-based, community led approach which will build on the good work done in the innovation sites. NDTi is an independent, not-for-profit organisation which is currently working with seventeen other councils across the country, helping them to implement this approach.

We will work collaboratively with people who use our services, our residents, staff and our partners to develop a shared vision for adult social care that works for everyone. I have every confidence that the skills and continued commitment of our staff will make this approach a real success.

If you have any questions about this programme of work, please contact:
supportinglives.connectingpeople@westsussex.gov.uk



'Choices for the future' engagement - Adults in-house social care services proposals

In my last newsletter I explained that we are currently looking at how we deliver our in-house social care services, to help us plan for the future.

Since then, we have been engaging with a wide range of our customers and stakeholders to help inform our plans. A report, setting out the proposals and an initial overview of the feedback, was discussed by the Health and Social Care Select Committee at its 22 June meeting.

You can read the report on our [website](#) and you can also view a [webcast recording](#) of the discussion.

The Committee made a number of recommendations, which will be published in due course on the Committee's [webpage](#). I am currently considering my response to the recommendations.

A full analysis of the findings of the programme of engagement will be published in July on the County Council's '[Have Your Say](#)' website.

For more information about the proposals please contact Simon Starns on 033022 23706 or email simon.starns@westsussex.gov.uk.

Dementia Framework Review - still time to give your views!

The Dementia Framework West Sussex is our joint five-year plan for caring and supporting people living with dementia and their family and friend carers.

The framework is due to end in 2019 and we are engaging with a wide range of people, organisations and groups about what is working well and what still needs to happen to ensure that people with dementia and their families can live well with the condition.



There are a range of ways to participate, including holding focus groups, attending drop-in sessions and online surveys for all [West Sussex residents](#) and [organisations and groups](#) that support people with dementia.

If you would like information about holding a focus group, a paper copy of the survey or if you would like more information, please contact Irene Loft at Irene.loft@westsussex.gov.uk or call 033022 23793.

The survey closes at midnight 22 July.

Adult Social Care Roundtable

Since my last newsletter I have chaired two meetings of the Roundtable. These meetings host wide-ranging and lively debate between customers, carers, Members, senior officers and other key stakeholders on a variety of issues. I'm encouraged by the level of participation at each meeting. It is very powerful to listen to the experiences of our customers and carers and I'm very grateful to all those who take part.



In February, the roundtable received an insightful presentation from Dr Stephen Dyer and colleagues from the Motor Neurone Disease Association, including someone living with the disease in West Sussex. As a result, the County Council has signed up to the

Association's Charter. You can find more information about that in this newsletter. We also heard about mental health and wellbeing in migrant communities from the chair of Diverse Community Empowerment Services and received a presentation by one of our Public Health consultants on the Suicide Strategy.

At the June meeting we agreed to expand the membership of the group to strengthen the customer voice in the decision-making process. The meeting also received a comprehensive update from Healthwatch West Sussex on their recent and ongoing activity.

I have agreed that the agenda and papers for the Roundtable will be publically available. For more information about the Roundtable please contact James Ironside on 033022 22534 or via email at james.ironside@westsussex.gov.uk.

County Council adopts the Motor Neurone Disease Association Charter



I am delighted to report that on 9 June the County Council agreed to join other local authorities across the country in adopting the Charter of the Motor Neurone Disease Association. This provides a statement of respect, care and support that people living with Motor Neurone Disease and their carers should expect. The five points of the Charter are:

- (1) The right to an early diagnosis and information;
- (2) The right to access quality care and treatments;
- (3) The right to be treated as individuals and with dignity and respect;
- (4) The right to maximise their quality of life; and that
- (5) Carers of people with motor neurone disease have the right to be valued, respected, listened to, and well-supported.

We will ensure that the aims of the Charter are widely understood across the Council and we will follow its principles for other people with disabilities, chronic and life-threatening conditions wherever possible.

Prepaid cards for direct payments

Plans are progressing to introduce prepaid cards, a more streamlined process for customers that wish to take their personal budget as a direct payment.

Prepaid cards are flexible, fast and convenient. People will no longer have to open and manage a dedicated bank account in order to receive direct payments, nor send in monthly bank statements or wait for cheque



payments to clear. The card can be used in the same way as a traditional bank account by setting up standing orders and direct debits.

Prepaid cards are already used in more than 100 councils across the country and will become the County Council's primary option for people managing their direct payments. The first phase of implementation will begin in July.



'The Million Pound Team'!

Congratulations to Age UK West Sussex on successfully supporting older people to access an additional £3 million of benefits during 2017-18. Age UK is a key partner in our nationally recognised Carewise care funding scheme.

Rightly known as the 'Million Pound Team', the service supports older people through a dedicated Freephone advice line and community outreach workers. The team has enabled residents from across West Sussex to maximise their income through benefit checks, debt consolidation and

financial guidance to purchase help, support and care. This has helped to ensure an ever greater number of older residents can remain living at home independently for as long as they wish.

Anyone wanting advice should call Freephone 0800 019 1310. The service is open between 10am and 4pm every week day.



Carers week – 11-17 June

The County Council joined forces with local NHS and partner organisations to support Carers Week, a national campaign that recognises and celebrates the vital contribution family and friend carers make to families and their communities.

This year's theme was staying 'Healthy and Connected' and encouraged carers to look after their own health needs as well as those of the people they care for.

Over 30 events took place across the county offering carers the opportunity to seek support and share experiences with other carers.

Please see our 'Think Carer' [video](#) for some inspirational stories from real carers in West Sussex.



Celebrating 70 years of the NHS

The National Health Service is turning 70 on 5 July 2018 and I wanted to take this opportunity to

acknowledge this auspicious occasion. Celebrations across the country will be spotlighting the tremendous achievements of our much loved national institution and recognising the exceptional staff who support us 24 hours a day.

Events will also be taking place across the county so do watch out for these and join in if possible. The County's Clinical Commissioning Groups are marking the occasion by gathering stories from local residents, who are also turning 70 this year, about how the NHS has affected them over their lifetime. Films of their stories will be available on the CCGs websites and via their social media channels.

2018/19 West Sussex Care Guide

The 2018/19 edition of our highly popular West Sussex Care Guide has recently been published. The guide lists domiciliary care (care at home) services and care homes in West Sussex.

As well as a benefits and payments checklist, it also includes information on day care and community care services, extra-care housing schemes and support for carers.

You can find the latest version on our website at www.westsussex.gov.uk/careguide or you can contact us by telephone on 01243 642121 if you would like a copy.



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