

Cheshire West & Chester Council

# Our plan to change Adult Social Care



Easy  
Read



Cheshire West  
and Chester

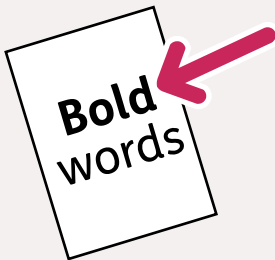
# Easy Read



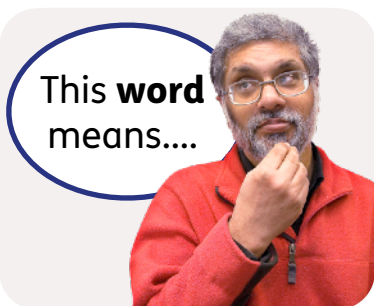
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

# What is in this booklet

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# About this booklet



This information from Cheshire West and Chester Council is about our **Adult Social Care** services.



**Adult Social Care** is care and support for people to live independently.



We have a plan for our Adult Social Care services called **Enabling Great Lives**.



The plan shows the most important parts of our work and how we will work on them.



We will tell you more about our plan in this booklet.

# Our pillars for change



Our **pillars for change** are the ways we will work to make our plan happen.

These are:



1. Working with other people and organisations in a clear and open way so we can trust each other.



2. Supporting safe and very good services that help people to live independently and have control over their lives.



3. Listening to people who use our services or might in the future to find out what is important to them.

# What we will work on



We have some areas of our work that we will work on in this plan.

## Market shaping



**Market shaping** means helping to come up with new and different ways to support people.



We want to find new ways of caring for people that help them to live the life they choose.

## Being at home



We want people to be able to stay in their homes and support them to go home after going to hospital.

## Giving people the right housing



We want people to have the right housing for them, with the support that they need to live there.

## Working together



We want to work with the people who use our services to plan and change them together - this is called **co-production**.

# Getting even better services



We want to support the organisations that provide even better care.



We want the **CQC** to say they are 'good' or 'outstanding'.

**CQC** is the Care Quality Commission. They check that health and social care services in England are safe and good quality.

## Different types of care



We want to make sure people can:

- Choose the care that is right for them.



- Live the life they choose.



# Occupational Therapy



**Occupational Therapy** helps people stay independent and do everyday things that are important to them.



We want to help people to do more on their own.



We want to help people to get better quickly or stop them getting ill in the first place.

## Giving people more choice of care



We want to give people more choice by finding more small businesses that want to provide care services.

## Short breaks and short term care



We want to improve the choices people have to get a short break from caring if they need it.

## Information and advice



We want to give people easy to understand information that they can find online.

## Supporting people to live in their own homes



We want people to be able to live in their own homes for longer.

# Supporting carers



We want to improve the support we can offer to unpaid carers.

# How we work



We want to have good conversations to make sure people get good results from their care.

# Our staff



We want to have the right staff to be able to give more people support with their social care.

# Let's Talk



**Let's Talk** is a project to help people get advice and support with their health and wellbeing.



We want to work with other organisations to offer this service to more people.

# Direct Payments



A **Direct Payment** is money given to you by the council to pay for your own support.



We want to improve how we offer Direct Payments based on what people have told us.

# Checking how we are doing



We want everyone to understand how we are doing with our plan.



We are making these changes to social care to make a difference to people's lives.



We want to understand how the changes to social care affect people.



It is important to hear about what you think of the services all through the year.



You can tell us what you think by using our customer experience survey on our website:

[www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)



If you would like a paper copy of the survey, please drop in to one of our Let's Talk sites and talk to one of the team.



We will update this plan and tell people how we are doing every year.

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