

Cheshire West & Chester Council

Enabling Great Lives

Our Adult Social Care Strategy

2024-2028



Cheshire West
and Chester

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Our **Strategy** is a consolidation of existing practice and activity as well as a documentation of our ambition for Community-led support, all of which is being driven by a comprehensive transformation and change programme.

We're calling it...

This strategy provides an over-arching framework which applies and clearly links to our existing strategies and policies and will drive and enable future strategies.

This strategy should be read alongside other key strategy documents which are organisation specific, for instance, our new Borough Plan as well as our Cheshire West Health and Care Partnership Place Plan which is our Health and Wellbeing Strategy.



The title 'Thriving Communities' is written in a purple, brush-stroke style font. The word 'Thriving' is in a cursive script, while 'Communities' is in a bold, sans-serif font. The text is set against a light beige, wavy background. To the left of the text are two red hearts of different sizes. Below the text, several stylized human figures are depicted: a woman in a blue dress, a man in a dark suit, two men in suits shaking hands, a man in an orange shirt sitting on the ground, a man in a yellow shirt, and a woman in a red jacket. Green leaves are scattered around the text, particularly near the top of the 'T' and the end of the 'g' in 'Thriving'.

Thriving Communities

Enabling Great Lives has been informed through engagement with key stakeholders.

We have listened to what we have been told in recent engagement activity, including our Future of Adult Social Care Commission, to ensure maximum value is realised from our commitment to co-production.

We recognise that to **enable great lives** we not only have to support people to their desired potential for independence, we also have to work alongside broader Council and Partner services to support the development and sustainability of our local Communities ensuring people know what support is available and how to access it.

Only with **Thriving Communities** can we Enable Great Lives.

Delivering this aspiration is not just an Adult Social Care challenge but one that we commit to delivering across the wider Council and with all of our Health and Wellbeing partners and services.

How Adult Social Care supports...



Jason attends Vivo's services at Canal Street and has been taking part in WAVE, a new 12-week programme that helps people with learning disabilities and autism learn new skills so they can get ready for volunteering or employment.

After completing the programme with his friends, book worm Jason has started a work placement at Great Boughton Library in Chester, carrying out a number of different tasks to help the team.

Jason said...

I've really enjoyed it. I've been stamping the books, sorting them ready to go on the shelves and helping with printing.

I've been going there on Wednesdays and supporting my manager wherever I can.

A reading challenge is coming up soon so I've been busy getting the books together ready for that.

Paula, who has been leading a team of staff on the WAVE programme, added...

It's amazing to see Jason starting a job he was made for.

If you visit our services, you'll often see Jason reading his favourite books and working in a library is something he's always wanted to do.

On the WAVE programme, we've been helping the people we support on their journey to volunteering or employment, covering things like communication, customer service, dressing appropriately for the workplace, teamwork and much more.

The journey they've been on from the start to the finish of the programme has been wonderful as they've learned so much in that time.

All of the people we support on our programme have secured volunteering or employment so it's going to be fantastic to see how they continue to develop in the coming months.

We're looking forward to running more programmes for the people we support in the future as it's been a real success so far.





Vision

Adult Social Care is used to working under pressure. The level of demand for services and the complexity of need of the people who need care and support has continued to grow. The resources needed to continue delivering services in the way we have done to date simply cannot keep up.

We are proud of how we have supported the residents of Cheshire West to live independently and to thrive in their Communities since 2009 and we are committed to ensuring we continually push ourselves to improve outcomes for our residents.

The need is more, the challenge is more
– and we have a plan to deliver more.

Our **Vision** for Adult Social Care in Cheshire West is:

To enable people to live great lives and to support our communities to thrive.

Direct Payments were put in place to support Dave to return home from a Residential Care placement.

The support put in place enabled John to be safe at home with his wife Sonia.

John and Sonia have been married for more than fifty years and have a loving and supportive family.

John was placed in a residential care home following a period in hospital but was very unhappy and was trying to leave.

Working with the family a local carer was identified who could work in a flexible and responsive way with the family to support John's return home.

A Direct Payment was set up to allow the family to direct the overnight and day support they needed to have John at home, and he needed less support as he was happy, settled and more comfortable in his own familiar home.

The carer has been supported to set up a micro-enterprise to do this work.



Sonia said:

It is brilliant to have John at home with me and for us both to have the assurance that he is safe.

We are supported in a way that suits our home life and we have the pleasure of a friendly and consistent face.

We are so pleased this flexible support was available to us.

Core Purpose

The **core purpose** which drives our Vision is:

To provide the care and support people need, in the place they call home, by a skilled and compassionate workforce.

Supporting Carers, and working with partners and communities to ensure safe, high quality, person centred services.

All working as one team, putting what matters to people first.



Quotes from **Ruvimbo**, a Cheshire West and Chester Social Worker



We're inspiring people to write their own stories in their own way and that in itself is a real privilege.

It's more than a vocation as you're fighting for something with purpose and that's what encourages me more than anything else.



Our role is about promoting people's wellbeing and we all want to work creatively and flexibly to make a positive change for them.

As soon as I started my journey with the Council, I felt like I was heard as I had people wanting to sit and listen to my ideas and different approaches. It's the first role I've had where I feel like I've truly been listened to.



I'm always trying to advocate for people to feel empowered to make their own decisions and be more independent.

It's all about how we can enhance services and make them more inclusive, trying to open the door for those who are from marginalised communities so they feel like they have representation and can access services.

How we will achieve our Purpose

We will achieve this through continuing to improve and adapt our ways of working. This means driving forward our Three Pillars for change which have been informed through recent consultation and co-production exercises as well as engagement with the workforce:

01

Developing **effective and impactful partnerships** based on trust, openness and clear communication with health partners, third sector organisations, individuals with lived experience and carers where we are all aligned to common goals which strengthen communities.

Outcome Focused

02

Enabling the delivery of safe, high quality services which support people to live independently with or without support and with maximum choice and control over their lives.

Community Assets

03

Listening and encouraging good conversations with people who currently, or may in the future, draw on care and support to understand what is important to them, build their confidence and support them to achieve their goals.

Strength-based

Through the delivery of

Enabling Great Lives

Cheshire West will continue to be a place where **people and communities thrive.**



Impactful Partnerships

CASE STUDY

Ensuring safety is a key priority of the CQC assurance Framework. Cheshire West and Chester has a well established Local Safeguarding Adults Board. The purpose of the Board is to help and safeguard adults with care and support needs. The Board is made up of representatives from local partners including the Council, Health, Police, Fire and the Third Sector.

“Our vision is to promote partnership working by working together to help people feel safe and free from abuse and neglect.’ ‘Our mission is to put the adult at risk of abuse or neglect, at the heart of everything we do.

CHESHIRE WEST AND CHESTER
LOCAL SAFEGUARDING ADULTS BOARD (LSAB)

The Boards Strategic Plan 2020-23 set out the priority areas over the last 3 years.

The impact so far:

- We are providing people with information about safeguarding in an accessible format so that they can understand forms of abuse and what they can do.
- We work closely with the Safeguarding Children’s Partnership, Community Safety Partnership and the Domestic Abuse Board which has resulted in improved outcomes for people through maximising the impact of resources and reduced duplication of work or missed opportunities.
- We offer a range of safeguarding training courses which has led to increased skills & knowledge for partners resulting in more effective safeguarding services and improved outcomes for people, this has been demonstrated due to the number of increased safeguarding concerns.
- We continue to produce regular e-bulletins.

The Community Catalysts project aims to build on local people's strengths, supporting them to start up their own community micro-enterprises offering care and support to other local people.

Since launching in January, the project has already supported 51 community micro-enterprise leaders to get set up.

As well as helping people to set up new community micro-enterprises, we can also advise small groups and organisations already established who may be looking to diversify or extend what they offer.

All services and supports in Cheshire West and Chester

You can create your own list showing different providers and their contact details by clicking the 'Add to contact list' button next to each of the listings you'd like to include. You can review your options and either download or email your contact list by clicking on the 'Create a contact list' button above.

The screenshot shows a search filter interface with the following elements:

- SHOW MEMBERS IN:** Cheshire West and Chester (dropdown menu)
- TYPES OF SUPPORT:** All types (dropdown menu)
- INCLUDE:** At any distance (dropdown menu)
- FROM:** postcode (input field)
- FILTER:** (pink button)
- SORT BY:** Distance (dropdown menu)
- SORT:** (blue button)



Autonomy@Home Care Services

Experienced, caring and compassionate nurse who is passionate about supporting people to live comfortably in their own home [Read more](#)

Areas: Chester, Saltney, Broughton, Christleton, Waverton, Pulford, Ellesmere Port, Tarvin

Languages: English

I have been through the Community Catalysts programme in Cheshire West and Chester...
01/11/2023

Biddy's Home Help

Companionship, support with healthcare professionals, activities, home safety, meal prep. [Read more](#)

Areas: Neston, Willaston, Thornton Hough, Ness, Little Neston, Little Sutton, Great Sutton

Languages: English

☆ ADD TO CONTACT LIST



I want to support as many people as possible to set up their own community micro-enterprises, creating a whole range of options so that people have control and a real choice over the support they draw on.

SONIA HOLDSWORTH | COMMUNITY CATALYSTS

Good Conversations

At Let's Talk everyone is welcome to drop-in for face-to-face advice about wellbeing support that is available in the local area, as well as for practical advice and guidance.



Available support:

- Access to community activities
- Advice on managing activities relating to daily living
- Advice about equipment, aids and adaptations
- Cost of living advice and support
- Advice on how to access support and activities to reduce social isolation and loneliness
- Carer support

There are currently five Let's Talk sites across the borough, which have been developed along with a range of partners and community organisations. Each site provides a warm welcome for residents who are facing challenging issues that are affecting their health and wellbeing.

People's health and wellbeing can be affected by lots of different issues including housing and financial challenges so visit a Let's Talk and start the conversation.



This strategy has been informed through insight from co-production and engagement activity undertaken by the Adult Social Care Directorate in the 12 months leading up to the Strategy publication.

You told us that **You Want...**

- *A person-centred approach to support that is flexible to changing needs and circumstances, particularly as people often don't fit neatly into predefined categories*
- *Us to listen and make 'nothing about us without us' real*
- *Opportunities for people with care and support needs who can't easily leave their home to socialise, get out and about and meet others*
- *Funding for local organisations who provide community led support*
- *More support for carers*
- *A local approach to the support we provide.*

We are committed to addressing this.

WE WILL

The 'wants' of people who draw on care and support have informed our 'We Will...' statements.

Our 'We will' Priority Commitments are...

Collaborate:	We will work together with partners, providers, carers and those in receipt of care and support to foster ideas and achieve a positive outcome
Fostering connected and resilient communities:	We will work with Partners to support the creation and signposting of connected and resilient communities
Transparency:	We will be open and honest in managing expectations
Accessibility and awareness:	We will be driven to ensure all care and support is accessible and that we raise awareness within our communities
Choice and Control:	We will be person-centred. We will focus on strengths, promoting independence and being flexible to peoples wants and needs
Moving towards prevention:	We will work earlier to empower people
Co-Production:	We will undertake meaningful and inclusive engagement
Supporting a Motivated Workforce:	We will support, listen to and engage a confident and committed workforce
Ensuring Safe Practice:	We will ensure safe, high quality services; through training, support, robust quality assurance and leadership

Our Model

Our Vision, Purpose, three Pillars for Change and our 'We will' Priority commitments are all embodied in our commitment to a **Community-Led Support** approach to our services.

COMMUNITY-LED SUPPORT IN CHESHIRE WEST

VISION

To enable people to live great lives and to support our communities to thrive.



PURPOSE

To provide the care and support people need, in the place they call home, by a skilled and compassionate workforce.

Supporting Carers, and working with partners and communities to ensure safe, high quality, person centred services.

All working as one team, putting what matters to people first.



Outcome focussed commissioning and service delivery

Developing **effective and impactful partnerships** based on trust, openness and clear communication with health partners, third sector organisations, individuals with lived experience and carers where we are all aligned to common goals which strengthen communities.

Outcome Focused

Community Assets

Enabling the delivery of safe, high quality services which support people to live independently with or without support and with maximum choice and control over their lives.

Community Assets

Strength based practice

Listening and encouraging **good conversations** with people who currently, or may in the future, draw on care and support to understand what is important to them, build their confidence and support them to achieve their goals.

Strength-based

PRIORITIES

Collaborate

Fostering connected and resilient communities

Transparency

Accessibility and awareness

Choice and Control

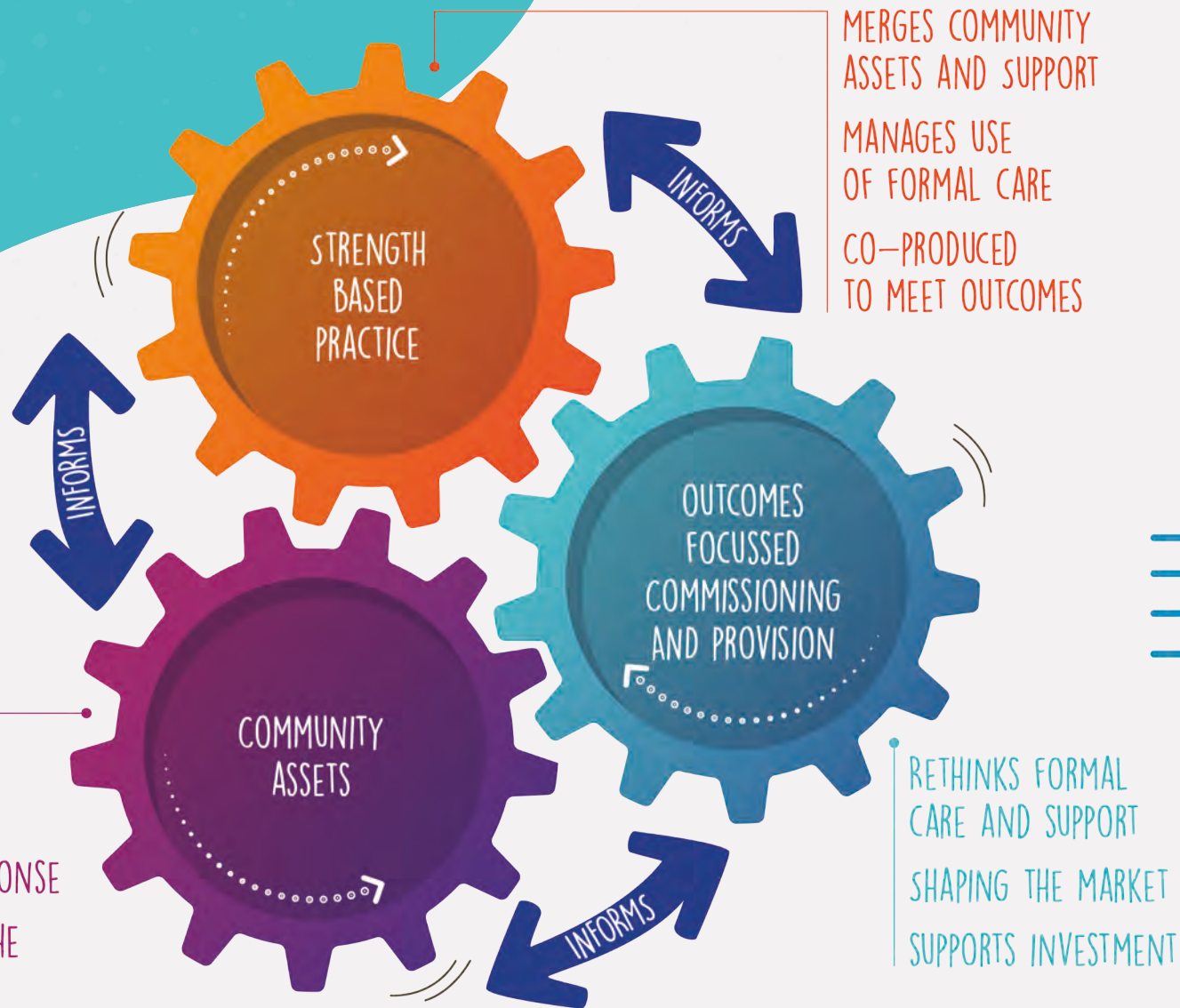
Moving towards prevention

Co-Production

Supporting a Motivated Workforce

Ensuring Safe Practice

How this comes together



How this will feel



Joseph's Story

“ I matter

Joseph is the 40 year old father and carer of his 18-year-old daughter who has a neuromuscular condition and additional educational needs. Joseph was becoming isolated and tired from the constant care he was providing for his daughter. The NeuroMuscular Centre introduced Joseph to the NMC shed club, which he now attends on a regular basis enabling him to use his skills and learn new skills from other club members. Joseph has been able to be involved with a group of peers who understand the restrictions on his lifestyle, giving him support and a sense of purpose.

'I have gained confidence in my abilities and feel more able to face and support the many challenges which my daughter faces as she approaches adulthood.'

Janey's Story

“ I am in control

Janey was sleeping rough and using alcohol and other substances. Her social worker built a trusting relationship with her over a year and linked her up with mental health and other community supports that moved at Janey's pace and allowed for her to experience progress and setbacks in a safer way. The social worker engaged with appropriate partner agencies to build support and choices for Janey. These small steps led to Janey wanting to move into stable accommodation, a flat was identified that had a supportive approach. Janey has kept her tenancy for many months and is using the community supports that she chooses.

'I was treated as an individual and allowed to choose the support that worked best for me and the life I want to live.'

Isaac's Story

“ I am supported

Isaac contacted social care as he was missing company, a referral was sent to pathfinder for social groups in the Neston area and he was directed towards Let's Talk.

The following was set up:

- A private cleaner
- Directed to the Cyber Café at the methodist Church for I.T support on how to use his laptop
- Joined Photography sessions at the methodist Church (a previous hobby)
- Directed to the Living Well bus the following week for his covid and flu vaccinations

Isaac now pops into Let's Talk every other week to have a chat and a cup of tea.

'The people at Let's Talk are great for helping me know about activities and support in my local area.'

Our Impact

01

These measures intend to assess the strategic success in delivery of the strategy

1. **Our Cheshire West Place Partnership** is operating effectively across current and proposed areas of integration
2. **Equal voice** of Partners is maintained in decision-making
3. **We co-produce** and codesign, listening to the voice of people with lived experience
4. **Joint Strategies** are in place across key areas of focus and are regularly reviewed

Outcome Focused

02

1. **Home First** (enabling people to be independent in the place they call home) is a priority of all Partners
2. **Commissioning Intentions** support the strengthening of community-based provision
3. **Information** is accessible to the public, commissioners & partners to support sign-posting & access to community provision

Community Assets

03

1. **Community-led Support** is embedded as an approach across the council and partners
2. **Communication and support** is consistently provided to support and enable 'good conversations'
3. **Prevention and early-intervention** are key areas of focus for Adult Social Care and partners

Strength-based

Data is collated and reviewed across health and care on a daily basis to ensure effectiveness of service delivery

Our commitments

INVOLVEMENT OF PEOPLE, PARTNERS AND COMMUNITY IN SHAPING SOLUTIONS.

STREAMLINED AND JOINED UP PROCESSES WITH DECISION MAKING CLOSE TO THE PERSON

SHARED VALUES AND PRINCIPLES ACROSS ALL PARTNERS THAT SUPPORT PEOPLE LOCALLY.

STRENGTHENED PROFESSIONAL AUTONOMY WITH PEER SUPPORT TO MAKE DECISIONS.

PEOPLE ARE LISTENED TO WITH GOOD CONVERSATIONS THAT UNDERSTAND WHAT MATTERS.

A CULTURE OF TRUST AND SHARED RESPONSIBILITY THAT SUPPORTS POSITIVE RISK TAKING.

BRAVE LEADERSHIP THAT SUPPORTS INNOVATION AND MODELS CLS PRINCIPLES.

TEAMS AND PROFESSIONALS WORK TOGETHER HOLISTICALLY AND IN A JOINED UP WAY.

LEARNING AND EVIDENCE OF IMPACT IS CAPTURED POSITIVELY TO INFORM CONTINUAL REVIEW.







Cheshire West
and Chester