

Adult Social Care Transformation Delivery Plan



Through the delivery of

Enabling
Great Lives

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

Introduction

Through consultation people supported our vision and ambition but wanted to know more about how we would make this real. We said we would share our plans. This document sets out our plans to deliver our Adult Social Care strategy “Enabling Great Lives”. It is being published to demonstrate our commitment to making the pledges within the strategy real.

This plan shows the key work programmes aligned to our priorities (we refer to these as our three pillars for change). This is by no means all the work our services are doing to make things better but gives clear examples for you to see.

We will update this plan and report on our progress each year.

A special thank you to Cheshire Disabled People’s Panel for helping us create this summary document



Our pillars for change

We will achieve our vision through continuing to improve and adapt our ways of working. Our three pillars for change set out the central tenants to our plan.

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

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Our plan on a page

Outcomes Focused

- **Market Shaping:** Shaping a new kind of care market which enables people to live the life they choose.
- **Home First:** Ensuring people are supported to return home from hospital.
- **Specialist Housing Solutions:** Working to provide people with access to the right accommodation with support.
- **Embedding Co-production:** Working in equal partnership with people to design, deliver and develop our services'.

Community Assets

- **Market Quality:** Supporting our regulated providers to be rated good or outstanding by CQC.
- **Model of Care & Support:** Ensuring people will be able to live the life they choose.
- **Occupational Therapy First:** Maximising people's independence, focusing on prevention and early intervention.
- **Alternative Support Options:** Improving choice by growing the number of small businesses that help with providing more choice for meeting people's individual needs.
- **Short Breaks & Short-Term Care:** Improving the options available to people who need a short break or short-term care.
- **Information & Advice:** Providing people with access to easy, user-friendly online information, advice and guidance.
- **Supporting Independence at Home:** Supporting more people to live at home for longer.

Strength based

- **Commitment to Carers:** Delivering the commitments in our all-age carers strategy and improve our offer to unpaid carers.
- **Our Practice Model:** Embedding our Community Led Support way of working through good conversations that are focused on people's outcomes.
- **Workforce:** Having a sustainable workforce that can meet the increasing demand for adult social care services.
- **Let's Talk:** Working with our partners across the Cheshire West Place to develop an ongoing Let's Talk offer.
- **Direct Payments:** Improving our direct payments offer in line with what people have told us.

Our Programmes of Work

Market Shaping

- Working closely with people to create new models of care and a diverse range of high-quality services.
- Ensuring the market remains safe, vibrant and sustainable.
- Working closely with the market through collaboratives and provider engagement sessions.

Market shaping collaboratives in place across our key areas of delivery

Home First

- Developing Community Response Hubs across the Borough including our integrated community health and social care teams and CVS partners to ensure that people being discharge from hospital can return home with the right support in place.

9 Community Response Hubs delivered by 2027

Specialist Housing Solutions

- Co-producing our specialist housing offer, working with providers to better understand the existing property options that are available for people.
- Working together to develop solutions to address unmet needs and ensure we have the right types of accommodation with support.
- Providing people with up to date, quality information and guidance on housing options available to people with care needs.

A published housing prospectus by March 2025

Embedding Co-Production

- Recruiting a dedicated co-production lead, to embed the culture and practice of co-production.
- Working in partnership with the CVS to develop the Local Voices Framework which provide the principles by which we co-produce.
- Championing co-production across the Council and work with partners across a range of services to embed co-production into 'business as usual'.

A co-production toolkit By 2025

Helping people
have choice and
control

Our Programmes of Work

Market Quality

- Implementing the new Quality Assurance Framework, completing visits and quality assessments for all Providers.
- Developing stronger relationships with the care market to improve quality.
- Improving attendance at networking and provider engagement forums.
- Creating an overall support offer for providers we commission.

Every regulated provider will have a quality assessment by 2025. 90% of regulated providers will be good or outstanding by 2027.

Our Model of Care

- Embedding a new model of care that will maximise people's independence.
- Developing support services (such as day opportunities or technology) that optimise independence.
- Having a dedicated team who will manage specialist housing requirements; providing insight into future demands and advocating for people.

Review all people receiving learning disability services by 2027. Re-imagining our day opportunities offer by 2026

Occupational Therapy First

- Ensuring more people have access to Occupational Therapy and Reablement services as early as possible.
- Embedding our new Promoting Independence team to ensure that we take an Occupational Therapy-led approach, to preventing or reducing the need for ongoing care.
- Making best use of [Ask Sara](#) for people to explore options that can help them maintain independence within their own homes.

Support 400 people to access our promoting independence and reablement services

Alternative Support Options

- Working with an organisation called Community Catalysts to grow our micro-enterprise sector.
- Promoting our online web offer (Small Good Stuff) to connect people and professionals to the services available.

Establishing 100 micro enterprises by 2026

Helping people
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control

Our Programmes of Work

Short Breaks and Short-Term Care

- Co-producing a new short breaks and short-term care offer to improve the options available and give people more choice and control over how they access it.

A clear offer that is well publicised by 2025.

Information & Advice

- Working with people who access our services and partners to re-design our public facing web pages.
- Making our online offer easier to find the information people need.
- Improving our Live Well platform for easier access to information about what is available locally.

New web pages and an improved Live Well offer by April 2025.

Supporting Independence at Home

- Creating a more sustainable and efficient care at home model working more closely with our communities and making greater use of community-based services and assets.
- Developing blended health and care roles to attract and retain more staff in the sector.

A newly commissioned care at home model by 2025

Having good conversations together

Our Priority Programmes of Work

Commitment to Carers

- Developing a new digital offer for carers.
- Increasing the numbers of carers assessments we are completing.
- Launching a Carers Charter.
- Rolling out a number of community sector support services as part of our Community Led Care and Carers schemes.

New community schemes by Jan 2025 and a new digital offer by March 2025.

Our Practice Model

- Working with people in a strengths based, person centred way.
- Continuing to work with our commissioned partner (NDTi) to embed our Community Led Support model across our workforce.
- Having an established approach to monitoring quality and consistency in practice.

A sustainable community led support training model by Mar 2025.

Workforce

- Expanding our 'grow your own' philosophy by delivering more placements for University, Think Ahead and Apprenticeship students.
- Improving our career pathways to attract and retain experienced practitioners.
- Understanding future needs to ensure we fully understand the needs of people who use our services in the future.

An increased number of places delivered by 2028.

Let's Talk

- Establishing at least 9 Let's Talks, with weekly adult social care input, aligned to our Community Partnerships.
- Tailoring our Let's Talk offer to meet the needs of its local community
- Reducing the likelihood of people reaching crisis and focusing on having good conversations with people that maximise and promote prevention.

9 Let's Talks by March 2025.

Direct Payments

- Understanding the barriers to using direct payments.
- Improving our internal processes, training, information and advice and our support offer to enable more people to make use of direct payments as a way of meeting their eligible needs.

A new model in place by March 2026.

Conclusion

We want our delivery plan to be open and transparent and we want to understand how you are experiencing the changes we are putting into place to ensure we are making a positive difference to the lives of the people we support.

It is important to us that we hear from you about your experiences of our services throughout the year and not just when we are consulting about key pieces of work. Our new customer experience survey is a great way for you to let us know what you think if you want to give us feedback. It is available on our website but if you would prefer a paper copy, please drop into one of our Let's Talk sites where a member of the team will be able to arrange for one to be shared with you.

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