

Practice Framework – Adult Social Care EASY READ 2023

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 (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).

At Shropshire Council the following principle is at the heart of this vision.

“The individual is at the center of everything we do, and our priority is to enable wellbeing and help people live their best life”

The People Directorate Values

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



Working together

We will work together with people to make sure 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



Working with kindness and respect

We will treat everyone (including ourselves and colleagues) with kindness and respect; we will listen to what people tell us.



Working to value and promote diversity

We recognise and celebrate the value of a diverse population.



Working in an open and honest way

We will be open, honest, transparent, and clear. We will do the things that we say we will do.



Working with big dreams

We are committed to creating a place where we can do this for our staff and the people who we work with and for.

To achieve this we will



Work with experts by experience and members of the Making it Real board to co-produce our work.



Make sure that everyone has access to information and advice, in an accessible way, that supports their wellbeing.



Work with people and communities early to help stop the need of needs for care and support and to help people stay well.



Ensure that there are resources available, such as assistive technology.



Deliver services that enable people to gain or regain skills to help them to live independently.



Support people in the short term, wherever possible, people will support themselves in the longer term..



Work with young people, helping them to plan for the future with their families and carers.



Work with individuals and families in times of crisis.



Support people with care and support needs to live a life that's free from harm and abuse.



Ensure all people's voice can be heard.



Enable unpaid and family carers to continue with this vital role whilst also supporting them to achieve their own wishes and maintain their own wellbeing.



Encourage neighbours, residents, and communities to look out for one another.

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:



Increase the quality and amount of information available through the Shropshire Council website



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 range of services.



More people with care and support needs living as independently as they are able in their community, in a place they call home.

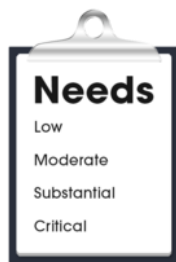


A reducing number of safeguarding concerns.

Preventing or reducing people's needs.



More people regaining independence following effective short-term care and support.



More carers receiving a carer's assessment and receiving support.



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) – TEC IMAGES



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



New and innovative ways to provide care and support.



Offering and promoting Direct Payments.



Care and Support Plans are co-produced with the adult 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.

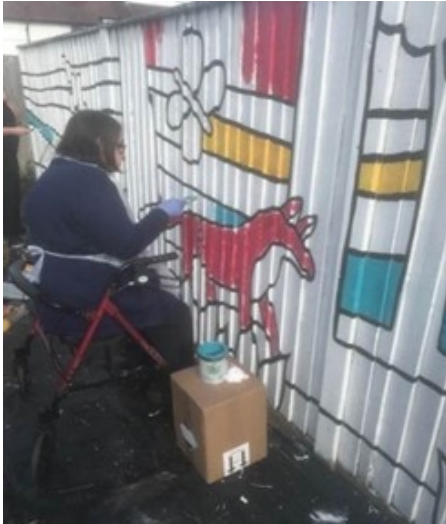


Use resources well.



Provide opportunities to learn which are diverse and inclusive.

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 help develop your strengths.

I will be familiar with what is happening in the local community and work creatively with you 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**