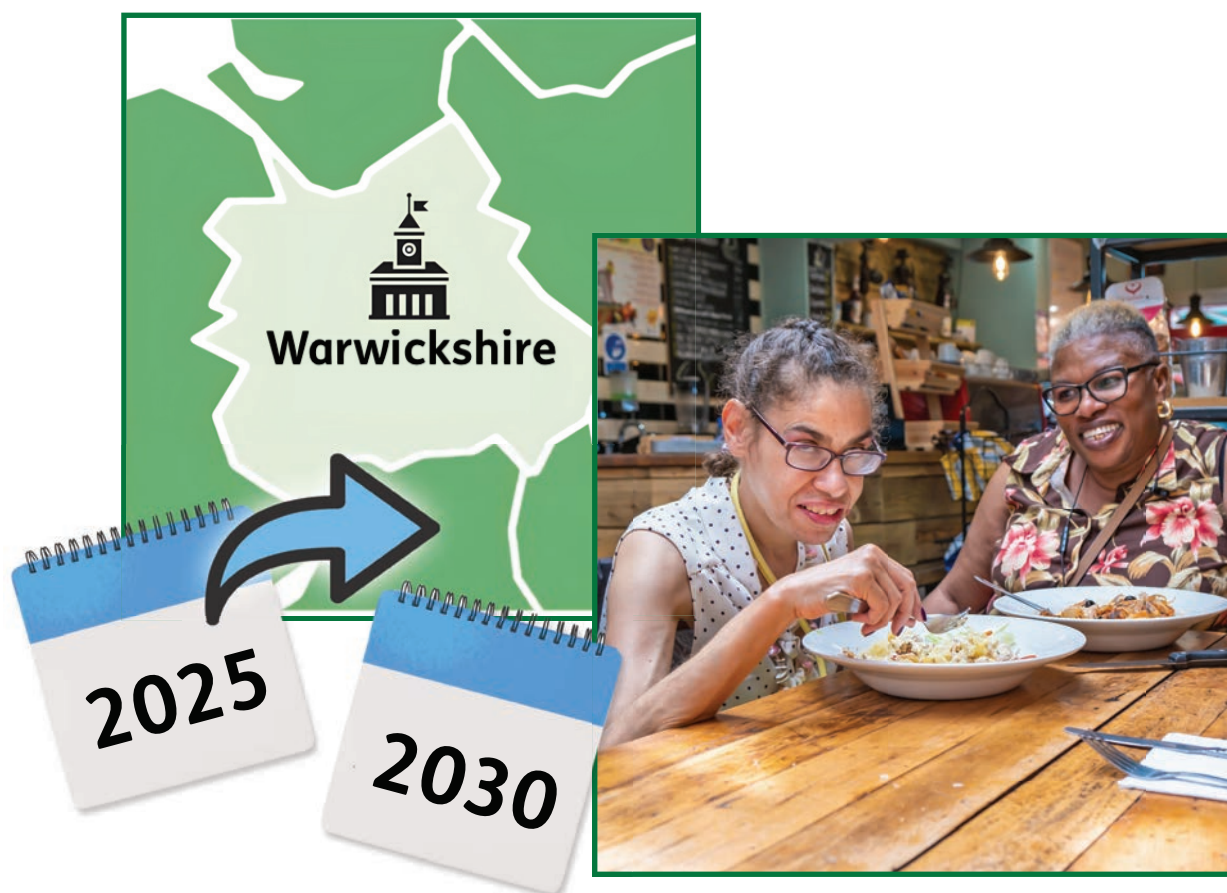


# Our plan for adult social care in Warwickshire 2025 to 2030

Care and support for people in our area



# What is in this booklet

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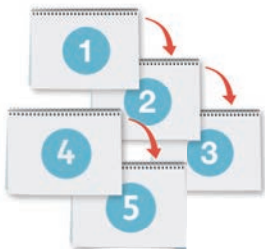
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# What is adult social care

We are Warwickshire County Council.  
We run lots of services for people in our area.



One of the services we run is **social care**. **Social care** is care and support people might need at home, in their local community or in a care home.



When people aged 18 and older need support from us, we call it **adult social care**.



Some of the people who may need help from adult social care are:

- People with a learning disability.



- People with mental health conditions.



- People with a physical disability. This could be someone who uses a wheelchair or a walking frame.



- Older people.



- **Unpaid carers.** Unpaid carers mean family and friend carers who are not paid to care for people as part of their job.



Lots of people in Warwickshire need help from adult social care.





Our adult social care services already do a lot of good work. This new plan will help us to make our services even better.



We want all of our services to make a real difference to people's lives.



We spoke to lots of different people who use care services, their families and social care staff.



And we spoke to different services who give care to people.



We used what everyone told us to help us write this plan.

# What happens in adult social care



There are 3 big things that we make sure happen in adult social care.

## Big thing 1: Safeguard

**Safeguard** means keeping people safe and protecting them from harm.



Things like stopping people from being hurt or treated badly.



We want everyone to be protected from harm.

## Big thing 2: Support



We want to make sure people get the right amount of support they need, when they need it.



It is also about supporting people to do more for themselves.

If people can do more for themselves, they need less care from us.



## Big thing 3: Satisfy

**Satisfy** means making sure people are happy with their care and support.

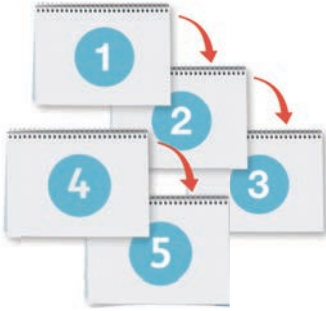


Things like being listened to and treated kindly.



We want people to feel satisfied with the help and support they have.

# How we will make our plan work



Here are 5 ways we will make our services even better.

## 1: Give information and advice



We will speak to people who use our services.



We will listen to them and find out what information they want and need.



We will make sure it is easy for people to get and understand this information.



We will have a website which is easy to use. It will have lots of useful information on it.





Things like care and support services near where you live.



We will tell people about things that will help them stay safe at home for longer.

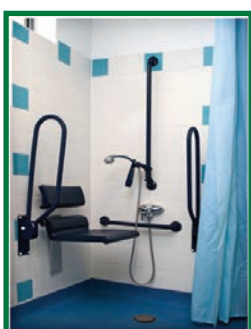
Things like:



- An alarm to press if you fall or become ill. The alarm lets other people know you need help.



- A speaker to remind you to take your medicines.



- Shower rails to make it easier to stand in the shower.

## 2: Help people to stay independent



**Independent** means doing some things by yourself or with some support.



We will give people the support they need to stay in their own homes.



Families and carers will get better support to help people stay at home.



We will work with other services to make sure there are different types of housing with care for people to live in.

This will give people more choices about where to live.



People leaving hospital will get care and support at home for a short time.

This support will help people stay independent and get better quickly.



We will make **direct payments** easy to use.

A **direct payment** is money from the council that is given to somebody who needs support.



It helps people to have more choice and control over their support and care.

### 3: Understand your needs and what matters to you



First of all we look at what you are good at. And then we look at what works well for you already.



This could be support from family, friends and other support in your life.



We listen to what is important to you and what you want to do in your life. Then we work with you to help you live the life you want.



This is a better way of working than just looking at what people need or can't do.



People can get the care and support that is right for them.



We will make sure everyone who works in adult social care in Warwickshire works in this way.



We will listen to people who use care and support services. We will find out what they think.



Then we will work together with services to do things better.



This might be things like if a care home does not have a lot of things for people to do.



We will work together with the care home to offer more clubs and **activities**.

**Activities** are things like playing games, doing sports or doing crafts.





## 4: Well trained staff

We will think about what jobs and skills we might need in the future.



We will make sure we have enough of the right staff with the right skills.



This will help us to offer good support that can easily change to meet people's needs.



We will make sure staff have up to date training.



Training like **The Oliver McGowan Mandatory Training on Learning Disability and Autism.**



This training helps staff to understand how to support people with a learning disability and autistic people.



It will help us to make sure we are giving people the best care and support.



All our staff will have training about treating people fairly and including people.



People who use adult social care services will have a **named worker** to help them.



A **named worker** is someone who knows the person well and understands what they need.



They will work with the person for a long time.

This helps people feel safe, listened to and well cared for.



We will make sure Warwickshire adult social care is a place where people want to work.

## 5: Work together to meet people's needs



We will work and plan together with people who use our services and their families.

We call this way of working together **co-production**.



It helps us to understand what people need and what is most important to them.



It also helps us to make sure we have good services that work well for everyone.



To help more people stay independent for longer we will work with local **communities**.



A **community** is people living and working in the same area. This might be local services and groups, neighbours, friends and family.



We want people to know what support they can get in their local area.



Health and social care will work better together. This will help people get better support when they need it.



We will tell services that give people care what people say they need and want.





We will not put up with any **discrimination** in our services.



**Discrimination** is when people are treated badly or unfairly because of:

- A disability.
- The colour of their skin.
- Who they fancy.
- Their religion.



We will work in ways that are good for the **environment**.

The **environment** is the world around us. Things like plants, animals, water and the air we breathe.

# How we will know our plan is working



We will check our plan often to make sure it is working well.



We will make any changes if we need to.

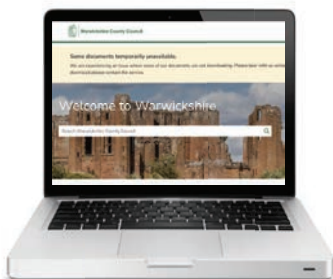


## More information

If you have any questions or for more information you can contact us:



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**[www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)**