Introduction

On 11 July the government published 3 key documents about the future of adult social care in England:

1. **Caring for our future: reforming care and support – white paper**
2. **Draft Care and Support Bill**
3. **Caring for our future progress report on funding reform**

The White Paper, ‘Caring for our future: reforming care and support’ and the draft Care and Support Bill sets out how the social care system will be transformed from a service that reacts to crises to one that focuses on prevention and is built around the needs and goals of people.

This briefing primarily explores ‘Caring for our future: reforming care and support’ – white paper, although it does reference the proposed legislative changes contained in the *Draft Care & Support Bill* where appropriate. Rather than attempting to summarise all aspects of the white paper this briefing identifies the key proposals and focuses on the workforce development implications of the white paper.

Caring for our future: progress report on funding reform

The Government has published a progress report on social care funding reform – ‘Caring for our future: progress report on funding reform’. The report sets out that it agrees the principles of the Dilnot Commission’s model of financial protection through capped costs and an extended means test as the right basis for any new funding model.

However, the government is unable to commit to introducing a new system at this stage as it believes that funding reform needs to be considered alongside other priorities and this needs to take place at the next Spending Review.

The progress report also commits to introducing a Universal Deferred Payments scheme to ensure no-one will be forced to sell their home to pay for care in their lifetime.
Caring for our future: reforming care and support - White Paper

Two core ambitions in the White Paper:

1. To prevent, postpone and minimise people's need for formal care and support. The system should be built around the simple notion of promoting people's independence and wellbeing

2. People should be in control of their own care and support. Things like personal budgets and direct payments, backed by clear, comparable information and advice, will empower individuals and their carers to make the choices that are right for them.

In addition to the core ambitions the white paper outlines the potential benefits for wider society and the economy:

- **Promoting people’s wellbeing and independence (Efficient use of public funds)** - Better opportunities for individuals, families and communities to support each other and to plan ahead for their care could help to limit future demand for care and support and help to ensure taxpayers’ money is used more effectively across health, care and support.

- **Contribution to economy and society.** Getting care and support right can enable the people who access care, and their families, to play a more active part in the economy and in communities.

- **Supporting businesses to grow** – support diversity in the market to promote innovation, choice and better-quality care. Further opportunities will arise as new services develop, existing services are reconfigured, and new technologies emerge that can contribute to economic growth.

**Sector Implications**

- In its negotiations with commissioners social care providers will need to increasingly make the case for how, through innovation and service re-design, they are delivering efficiency savings. Employers should also consider developing local social value impact assessments of their contribution to the communities in which they are based.
The following principles underpin the vision for a reformed care and support system:

- The **health, wellbeing, independence and rights** of individuals are at the heart of care and support; timely and effective interventions help to ensure a good quality of life for longer.

- People are treated with **dignity and respect**, and are safe from abuse and neglect; everybody must work to make this happen.

- Personalisation is achieved when a person has real **choice and control** over the care and support they need to achieve their goals, to live a fulfilling life, and to be connected with society.

- The **skills, resources and networks** in every community are harnessed and strengthened to support people to live well, and to contribute to their communities where they can and wish to.

- **Carers are recognised** for their contribution to society as vital partners in care, and are supported to reach their full potential and lead the lives they want.

- A caring, skilled and **valued workforce** delivers quality care and support in partnership with individuals, families and communities.

**Summary of key actions**

The Government will work with partners – including carers, people who use services, local authorities, care providers from the private and voluntary sectors, and the wider voluntary sector organisations – to make their vision a reality. The key actions they will take include:

- Stimulating the development of initiatives that help people share their time, talents and skills with others in their community.

- Developing and implementing, in a number of trailblazer areas, new ways of investing in supporting people to stay active and independent, such as Social Impact Bonds.

- Establishing a new capital fund, worth £200 million over five years, to support the development of specialised housing for older and disabled people.

- Establishing a new national information website, to provide a clear and reliable source of information on care and support, and investing £32.5 million in better local online services.
From 2015, introduce a national minimum eligibility threshold to ensure greater national consistency in access to care and support, and ensuring that no-one’s care is interrupted if they move.

Extending the right to an assessment to more carers, and introducing a clear entitlement to support to help them maintain their own health and wellbeing.

Working with a range of organisations to develop comparison websites that make it easy for people to give feedback and compare the quality of care providers.

Ruling out crude ‘contracting by the minute’, which can undermine dignity and choice for those who use care and support.

Consulting on further steps to ensure service continuity for people using care and support, should a provider go out of business.

Placing dignity and respect at the heart of a new code of conduct and minimum training standards for care workers.

Training more care workers to deliver high-quality care, including an ambition to double the number of care apprenticeships to 100,000 by 2017.

Appointing a Chief Social Worker by the end of 2012.

Legislating to give people an entitlement to a personal budget.

Legislate to introduce a clear duty on local authorities to incorporate preventive practice and early intervention into care commissioning and planning

Improving access to independent advice to help people eligible for financial support from their local authority to develop their care and support plan.

Developing, in a small number of areas, the use of direct payments for people who have chosen to live in residential care, to test the costs and benefits.

Investing a further £100 million in 2013/14 and £200 million in 2014/15 in joint funding between the NHS and social care to support better integrated care and support.

The white paper sets a clear ambition for personalised care to be embedded within the way that local authorities, care providers and care workers deliver care and support in the future. There are a number of key themes developed to support this ambition principle amongst them is the recognition of the need for a skilled and valued workforce.
A Skilled Workforce

The key measures to support the development of a skilled and valued workforce include:

Training & Standards

1. Skills for Care and Skills for Health to produce a code of conduct and recommended minimum training standards for adult social care workers and healthcare support workers. The Care Quality Commission will use this as reliable evidence in its registration and inspection work.

2. By April 2013, publish clear and accessible information on staff training as part of the provider quality profiles, so that people can understand for themselves the skill mix of staff at different care providers. The code of conduct and training standards will also support the introduction of assured voluntary registration of adult social care workers and healthcare support workers.

3. Work with care providers, service users and carers to develop a sector-specific compact, including a skills pledge, to promote culture change and skills development.

4. Target personal assistants (PAs), and their employers, with greater support, learning and training through the Workforce Development Fund.

Sector Implications

- There will be a renewed focus on employers having appropriate training and development plans in place with the possibility that increasingly in the future commissioners, people who use services, carers, families and friends will use comparative workforce training and development data to inform purchasing decisions.

Social Work

5. Continued commitment to the social work reform programme that focuses on interpersonal support, to promote choice and control, as well as sharing the learning from the Social Work Practice Pilots.

6. Appointment of the Chief Social Worker to be completed by the end of 2012 and support for the appointment of Principal Social Workers for Adult Services in each local authority.
Sector Implications

- The government will continue to support the social work reform programme with an increasing focus on interpersonal and community development skills. Social work training and CPD should reflect this.

Retention & Recruitment

7. Double the number of apprentices in social care to 100,000 over the next 5 years.
8. Expand the Care Ambassadors scheme to promote a positive image of the sector.
9. Commission the development of an online tool to support recruitment and provide information about working in care and support for job seekers.

Sector Implications

- Employers will want to consider as a part of their retention and recruitment strategy how they will utilise an online tool to support recruitment and engage in the development 'sector skills compact' as well as the opportunities afforded by the expansion of apprenticeships.

Leadership

10. Publication of a Social Care Leadership Qualities Framework
11. Set up a new Leadership Forum to lead this leadership transformation. The Forum will bring together expertise from the best inspirational leaders from the private, public and voluntary sectors.
12. The Forum and the National Skills Academy for Social Care will explore how best to ensure that registered managers get the support they need
13. Think Local, Act Personal partnership to promote and develop high profile leadership for quality in the sector.

Sector Implications

- Improving leadership across the sector will be increasingly important as local health, public health and social care planning & commissioning will be focused on integration with Clinical Commissioning Groups and Health & Wellbeing Boards. The
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expansion of plans to transfer funding from the NHS to support local social care and housing will require influential social care leadership.

Evidence – supporting best practice

14. Launch a national care and support evidence library in 2013 to act as a bank of best practice in prevention and early intervention. We will work with a range of expert bodies to ensure that there is a single bank of evidence for preventive interventions in care and support.

Sector Implications

- As the quality evidence base develops there is likely to be an increasing focus on social care delivery according to effective practice principles. Employers will need to ensure that their delivery plans are reviewed and cross-referenced with proven best practice in preventative early interventions.

Community Development

15. The College of Social Work to ensure that community development is built into future practice as well as ensuring improved standards of education by universities, and promoting on-going professional development.

Sector Implications

- As previously mentioned there will be new support to ensure social work can more effectively support community development.

In addition to the workforce being identified as a key area for development there are a number of other key themes that the white paper develops.

Housing & Integration

- New duties to be placed on local authorities to ensure that adult social care and housing departments work together.

- Local authorities will have a duty to promote the integration of services and further duties of co-operation which encourage local partners to work together to improve the wellbeing of local people.

- NHS organisations, working with their local authorities, to give particular consideration to developing housing for older and disabled people.
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- Establish a new care and support housing fund, worth £200 million over five years, to support the development of specialised housing for older and disabled people; and

- Work with Home Improvement Agencies to extend their services to more people who fund their own adaptations and ensure that people obtain timely support and advice.

- Take forward the Three Million Lives campaign, launched in December 2011, which will accelerate the roll-out of telehealth and telecare in the NHS and social care during a five-year programme to develop the market.

Sector Implications

- Social care providers will have opportunities for closer more integrated working with housing services to better promote independence and well-being. This will include opportunities for innovative integrated working to support adaptations, Telehealth, Telecare and assistive living technologies.

Community

- Support My Home Life and national care provider organisations to work with their members to develop ‘open care homes’ that build links with their local community.

- Local health and care commissioners to identify how the skills and networks in a community can make an important contribution to the health and wellbeing of local people and build this into their Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies.

- The Think Local, Act Personal partnership, supported by Public Health England, will establish a collaborative network to support and spread the adoption of community-based approaches.

- Support the growth and development of time banking, time credit and other approaches that help people to give their time and skills. The Department of Health will also provide start-up funding through the Health and Social Care Volunteering Fund to support the development of locally owned and sustainable giving schemes. In winter 2012 the national Health and Social Volunteering Fund (2013/14) will invites bids to support community-based support, including time-banking schemes.
Sector Implications

- As previously mentioned there will be an increasing emphasis on social care provision to be more closely related to the communities in which it is delivered. Care homes will have opportunities arising from out-reach services and there will also be opportunities arising from the promotion of peer to peer networks of support.

Better national & local information – quality & diversity

- We will create a new single portal for health and care, which will consolidate the best of existing national online services such as NHS Choices (including Carers Direct) and NHS Direct, where every registered residential or home care provider will have a provider quality profile. The content of the quality profile will continue to be developed in partnership with the care and support sector. It will be nationally determined and consistent, to enable easy comparisons between care providers across the country.

- Within 12 months, enable open access to the data on the provider quality profile, to support the production of independent quality ratings that are easy to understand and continually updated. Develop over the next 2 years a range of comparison websites that make it easy for people who use services, their families and carers to give feedback and compare the quality of care providers. From April 2013, pool the comments from high-quality feedback websites onto a feedback area of the provider quality profile.

- The National Institute for Clinical Excellence to develop a home care quality standard, as part of a library of care and support quality standards to be developed from April 2013.

- Legislate to ensure that people get information on how the care and support system works locally and how people can access care and support, regardless of whether they are entitled to any state-funded support towards the costs of their care.

- All local authorities to radically improve their online information and support services and we will provide £32.5 million of start-up funding over two years from 2014/15 to support them.

- Everyone who is eligible for support from their local authority to have access to independent advice and support to help them develop their care and support plan and help them choose how their needs could be met.
Set out clearly **what good-quality care looks like** and what people should expect when using care and support and give people **access to clear information about the quality of individual care providers.**

Working with care providers, develop and pilot a new nationally agreed **care audit for local use** in 2013 and 2014. The pilot care audit will focus on dementia care. It will help residential care providers to focus on delivering high-quality dementia care by allowing them to test the quality of their care practice against the nationally agreed NICE standard for the care of people with dementia.

Local authorities will have a duty to **promote diversity and quality in the provision of services** with support offered to every local authority to create a **market position statement** or to develop their existing one.

**Sector Implications**

- Providers of social care will benefit from better outcome monitoring and understanding best-practices in the use of information. This will include skills to better support ASCOF and other Data (including NMDS-SC) returns for providers and data analysis for commissioners and area planners.
- This will also include workforce development to support user feedback / ratings, including individual and families’ engagement, community engagement & participation and customer / consumer service skills.
- The market development duties proposed for local authorities requiring them to promote diversity and quality in the provision of services, in its current form will likely have significant impacts on their commissioning and contracting activities. It may be that single supplier wholesale contracting out of services will be viewed as creating a monopoly which fails to meet the local authorities duty to provide sufficient variety of choice.

**Assessments**

- Develop and test options for a **potential new assessment and eligibility framework**, in consultation with people who use services, carers, academics, local authorities, social workers, and health and care professionals.
- **Portability** - Legislate to require local authorities to continue to meet the assessed needs of people who have moved into their area immediately.
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- Legislate to **extend the right to a carer's assessment**, and provide an entitlement to public support and set a national minimum eligibility threshold for support for carers.

**Sector Implications**

- The proposals on assessments and safeguarding (below) are dependent upon legislative changes that are proposed in the *Draft Care & Support Bill* but which will be subject to on-going development through consultation and parliamentary scrutiny over the course of the next 12 months or so. It is also likely that decisions in the next spending review will also impact on the development of the Bill and as such the Bill will probably be subject to significant changes as its development progresses. However, there is a clear intention to ensure that safeguarding becomes a part of every workers skills set.

**Safeguarding**

- Legislation to ensure that all agencies work together at a local level to prevent abuse.

- Local authorities will be clearly empowered to make safeguarding enquiries, and Boards will also have a responsibility to carry out safeguarding adults reviews.

- Consultation on whether a new power should be created for local authorities to access and see a person who may be at risk of abuse or neglect, in cases where the local authority may not otherwise be able to carry out a *safeguarding* enquiry. There will also be a consultation on managing cases of provider failure.