

LIVING WELL IN DEVON

A Strategy for Devon County Council

2023 to 2028

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Foreword

We are delighted to write this foreword to our Living Well Strategy, which focuses on people of working age with a Learning Disability, Autistic people, those with mental health needs and/or physical or sensory disabilities. It sits alongside our Ageing Well and Caring Well strategies.

Our vision for supporting adults in Devon to live as independently as possible is best summarised through the words used by the Social Care Future movement: ***We want to live in the place we call home with the people and things that we love, in communities that look out for one another, doing the things that matter to us.***

We live in challenging times. People with disabilities and/or mental health needs, along with their families and carers, have been impacted more than most. First, because of the Covid-19 pandemic and the restrictions we lived through, with some services provided differently or not at all. And now through the cost-of-living crisis, where pressures on private and public finances mean that we are having to think very hard about getting best value and good outcomes by doing what matters most.

This strategy is rooted in what people have told us is important to them. They want the same opportunities as everyone else to lead meaningful lives in the community. People do not generally want to be dependent on public services, preferring to live with and be supported by their family and friends at home in the community and connected to their communities and interests. We recognise that this can also put pressure on those who support them, which is why our Caring Well Strategy is so important. People tell us that there are not enough opportunities in Devon for them to achieve what matters to them, and there are often barriers that get in the way.

This strategy provides us with an opportunity to address these challenges and transform how we support adults in Devon. We would like to take the opportunity to thank all who have worked with us to develop this strategy. We will continue to listen to people as we take forward our ambitions.



Tandra Forster
*Director of Integrated Adult Social Care
Devon County Council*



Councillor James McInnes
*Cabinet Member for Integrated Adult Social Care
Devon County Council*

Introduction

This strategy is for adults of working age who receive or may receive adult social care support during their lives to sustain and/or maximise their capacity for independent living. This includes Autistic people, people with a Learning Disability, mental health need and/or physical or sensory disability.

Across Devon, we want more people to live independently in their own homes in the community, to benefit from support that builds on their strengths and to live the life that is right for them and those who support them. We want to create fairer, healthier, more inclusive and caring communities where people feel safe and connected within their community, and able to help themselves and each other.

Adult Social Care in Devon County Council delivers the Council's responsibilities for the safeguarding and wellbeing of the residents of Devon, including the Care Act 2014 duties. In broad terms, this includes the following:

- Prevention, early intervention and support for working age adults, including through the provision of advice, information, advocacy and support for carers, together with effective use of digital and Technology Enabled Care and Support (TECS) and reablement to promote independence and prevent the need for more dependent and expensive services in the future.
- Assessment of the needs of adults with learning disabilities, physical disabilities, sensory needs, autistic people and/or people with mental health needs.
- Commissioning, procuring and providing services that meet assessed eligible needs, support choice and control and maximise independence.
- Safeguarding and protecting adults from abuse.

This strategy is written during a period of unprecedented financial challenge at a national level and, consequently, at a local level as less funding is available. Across Devon, demand from people who are eligible for adult social care continues at a level that exceeds the available budget. This is alongside significant challenges to recruiting and retaining our social care workforce in Devon. We need to work in partnership with people and communities to transform the way that we work over the next five years, alongside planning for and implementing the wide-ranging changes needed to deliver the Government's reform of adult social care.

The Adult Social Care service in Devon has set out significant savings in response to the financial challenges facing the Council over the next five years. Whilst reductions on this scale will have an impact on the amount of support we can provide to people, they do not represent straightforward service reductions. There are a number of transformation programmes planned across Adult Social Care, which are expected to ensure delivery of these reductions whilst meeting statutory duties and minimising the risk or impact to people.

Covid-19 has brought to wider consciousness inequalities within society, in areas from healthcare to technology. These inequalities are felt along various lines, including ethnicity, disability and income. We need to reduce inequalities and target the funding we have on the most vulnerable, disadvantaged or isolated communities, so that more people can reach their own potential and have equality of opportunity, free from discrimination and harassment.

This strategy is rooted in what people have told us is important to them and national good practice, including [People at the Heart of Care: adult social care reform white paper - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/people-at-the-heart-of-care-adult-social-care-reform-white-paper), which sets out a 10 year vision to transform support and care in England; to offer people choice and control, and to promote independence and wellbeing in the community through outstanding care.

Delivering the actions within this strategy is a priority for both our County Council Strategic Plan and the One Devon Integrated Care System.

Devon County Council's strategic plan

[Devon County Council's strategic plan](#) sets out how the Council will work in partnership with other organisations and networks to create fairer, healthier and more caring and inclusive communities across Devon.

The Council's strategic plan is aligned to the actions set out within this Living Well Strategy, along with *Healthy and Happy Communities 2020-2025*, Devon's [Joint Health and Wellbeing Strategy](#), to create conditions for good health and wellbeing where we live, work and learn.

Devon County Council Plan 2021-2025

Best place

Recovering from the pandemic, and building on the resilience of local people and communities to create a fairer, healthier and more caring place, and grasping the opportunity to create a greener and more prosperous and inclusive future for all

The best place to...

grow up

We are committed to being a child friendly Devon where all children and young people are safe, healthy, ambitious, and can fulfil their potential

live well

We are committed to being a fairer Devon: inclusive, compassionate and caring, where everyone is safe, connected and resilient

prosper together

We are committed to being a greener and more prosperous Devon, with opportunities to create a sustainable future for all

Our priorities

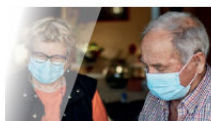
Be ambitious for children and young people



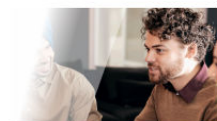
Respond to the climate emergency



Tackling poverty and inequality



Support sustainable economic recovery



Improve health and wellbeing



Help communities be safe, connected and resilient



How we will work...

with each other, our partners, citizens and communities:

We are committed to being:

a trusted council...

that leads and collaborates well, makes good decisions, uses resources effectively and is financially resilient

an inclusive council...

that is intolerant to prejudice and discrimination, invests in, develops and nurtures our workforce, and hears the voices of all our communities

an innovative council...

that listens and learns, uses data well and transforms the way we work in order to improve our services to the people of Devon

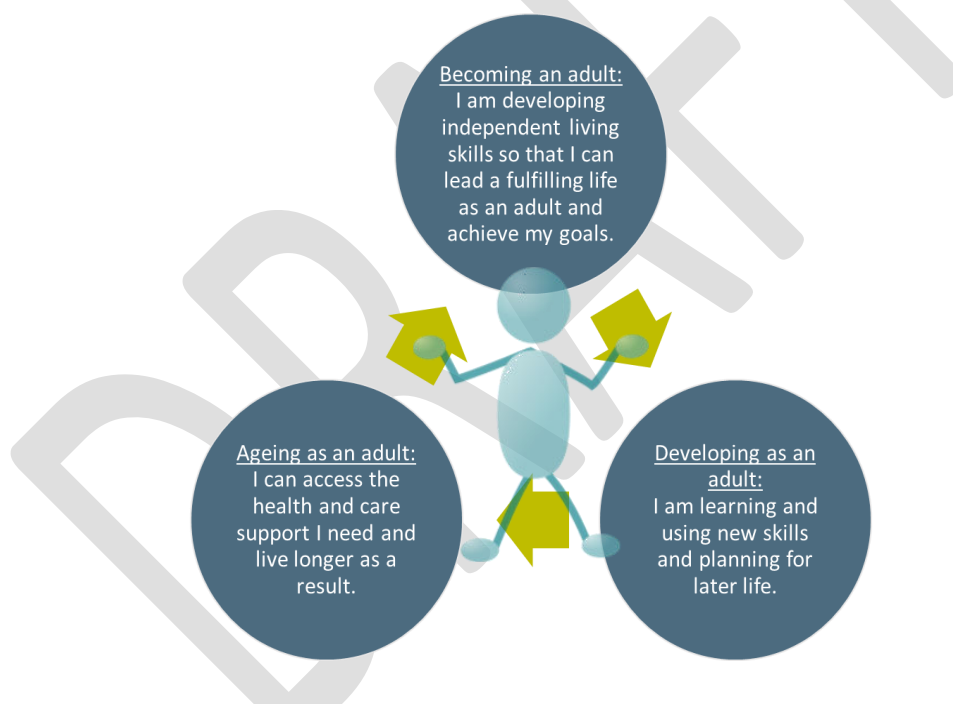
Our Vision and Aims for Adult Social Care in Devon

People tell us that what matters to them is to live safely at home in their community, surrounded by their family and friends, where they can retain or develop their independence for as long as possible. We want to support adults in Devon to find the solutions they need to achieve this.

We want adults with disabilities and/or mental health needs to have choice, control and support to live independent lives, and when needed, to access outstanding quality care and support. For most people, most of the time that will be in their own home and for some people this will be in hospital or a specialist setting where we will work to get them home as soon as it is safe to do so.

Our vision is for you to have personalised care and support that focuses on your strengths, the outcomes you want to achieve and gives you choice and control.

Adult Social Care works with people at all stages of their lives, including young people developing independent living skills as they approach adulthood. The things that adults with disabilities and/or mental health needs would like to support them to live independently will change over time.



Our aims are to:

- **Encourage you to stay well and support you to help yourself; and**
- **Work with you when you need help through personalised, strength-based support to keep you connected to your community.**

Early intervention and prevention are vital to supporting people's health and wellbeing. We will focus on supporting people early with targeted information and advice, alongside community, employment and reablement support, to prevent or delay the need for longer term care.

We will work in partnership to support people to be active in their community, to connect with others and to stay well. We will recognise and support the growing contribution and needs of

voluntary, community and social enterprise organisations to improving the health and wellbeing of people and achieving different solutions, alongside the continuing development of services.

Encouraging you to stay well and supporting you to help yourself

- We help you to remain fit and well, or to improve or maintain your current abilities for longer by making informed choices.
- We encourage you to do as much as you can with support from your family, friends and community networks.
- We promote the use of technology and digital solutions where it can play a role in helping to maintain or improve your independence.
- We work with other organisations to ensure you can access advice and find out about local support and other services to help you look after yourself in your community.
- We contribute to making your local places, healthy and safe places. We will work with partners, in particular the NHS, GPs and the Voluntary Sector, to achieve this.
- Where you have specific care needs, we help you to find support that increases your ability to manage them.
- We work with you so that preparing for adulthood is a positive experience where you can achieve your full potential and live independently as an adult.

Everything described is underpinned by a way of working that builds on people's strengths.

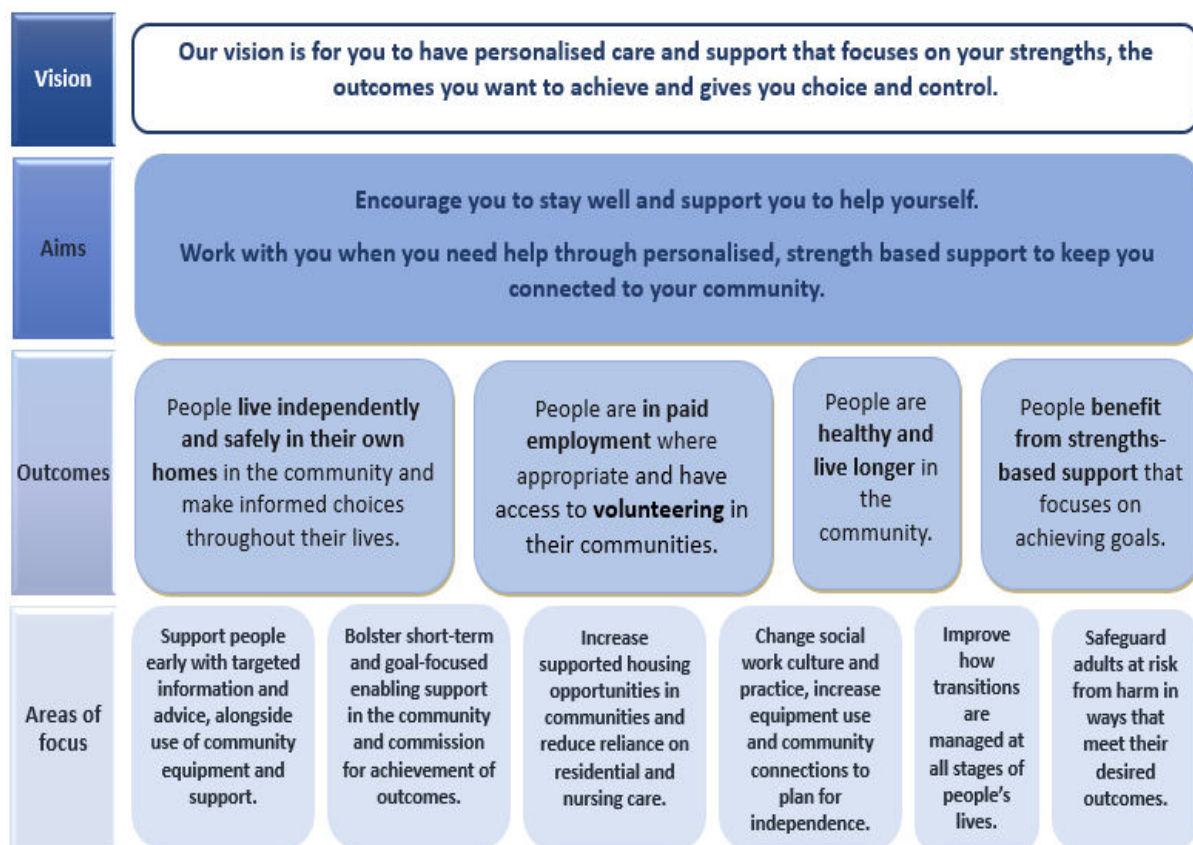
Strengths-based working is a collaboration between service professionals, you and your family and community, which draws on your skills, abilities and networks. This approach maximises what you are able to achieve – it supports you to remain happier and independent for longer or progress towards independence and recovery whilst staying socially connected.

Where direct adult social care support is needed, we will make sure that the care and support is personalised and strength-based, and supports people to be connected to their communities.

Working with you when you need help through personalised, strength-based support to keep you connected to your community

- When you are in need of direct support, we ensure you have timely access to social care services that meet your needs and are affordable for the County Council.
- If you are referred to Adult Social Care, we ensure that we understand what you really need to support you in the short and longer term to live as independently as you can.
- The support you have focuses on achievement of goals, digital or equipment needs, existing or new community and family connections.
- We support you by commissioning housing and support that promotes and maintains your independence for as long as possible, by developing more modern settings and offering more short-term and goal-focused opportunities.
- We ensure that you are safeguarded from harm in ways that meet their desired outcomes.

Our vision and aims for adults with disabilities and/or mental health needs across Devon provide the framework for the outcomes we want to achieve with people and the priority areas we will focus on. These are set out in the infographic below and are developed further throughout this strategy.



The outcomes and priority areas of focus are informed by what people have told us and what we know about the current context in Devon. We will keep these under regular review.

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What people have told us

Residents, carers and partners are at the heart of our work and are involved at all stages of planning and delivering care. We will continue to make sure that people's views and experiences are heard, taken into account and influence how we achieve the best possible support for people.

The table below sets out the key issues that people have told us about through our conversations with them.

<i>Support to be part of the community</i>	<ul style="list-style-type: none"> • There is a lack of accessible information, advice and guidance to enable me to have a choice and to plan. • I want to have a job, but I find it hard to get one. • I have to tell you more than once. • I have problems getting bus passes without reasonable adjustments. • There is a lack of understanding of my disability in the community and this causes me to feel discriminated against.
<i>Housing opportunities in the community</i>	<ul style="list-style-type: none"> • I want more options in communities to help me to live with people my own age and/or be supported by my family and friends. • I want information to help me and my family to plan for the future. • There is a need to separate accommodation from care and support offered so that I have choice and control. • Housing for people with more complex needs is hard to find. • Policies can be unhelpful – I may accept a property that isn't right for me. • Young people in need of housing support have a lack of viable housing options to support their needs. • Young people often want to live with people their own age.
<i>Professional practice (care and support)</i>	<ul style="list-style-type: none"> • I do not have timely conversations with professionals about my care. • There is not enough training for families, professionals or communities to understand autism and how to make reasonable adjustments. • Transitions to adulthood are a challenging and uncertain time for me. • Fixed ages within transitions to adulthood are unhelpful and don't help me to have choice and control. • I want to feel safe and take positive risks with support. • Professionals are not confident in behaviour management and shared risks. • More support is needed for people with severe/profound needs. • There are not enough replacement care options. • I often have to convince 'gatekeepers' of the support I need and experience barriers with eligibility criteria – this can lead to me experiencing crisis. • I want short-term flexible support when I need it.
<i>Quality and safety</i>	<ul style="list-style-type: none"> • I do not always feel safe. • Families are often worried about the care their loved one is experiencing. • Safeguarding referrals not always addressed in timely way.
<i>Support to have a job</i>	<ul style="list-style-type: none"> • Reasonable adjustments need to be flexible and part of an ongoing plan between employer and employee. • It would be helpful to have autistic ambassadors to work with employers to support ongoing employment of autistic people. • Day opportunities are not accessible to people who want to work - need evening and weekend opportunities.
<i>Access to Healthcare*</i>	<ul style="list-style-type: none"> • Health and wellbeing should be a top priority for autistic people, given suicide rates in the community. • I want accessible information about eligibility for COVID boosters.

- | | |
|--|---|
| | <ul style="list-style-type: none">• Tackling health inequalities is important and there is a lack of support for autistic people without a learning disability.• The cost-of-living crisis is impacting me.• There are long waiting times for mental health support.• I find it hard to get an NHS dentist and/or dental appointments. |
|--|---|

Alongside this feedback, Adult Social Care staff tell us that they do not always feel safe at work and experience racism. The Council is committed to being an anti-racist ([Anti-racism at Devon County Council](#)) and inclusive Council that is intolerant to prejudice and discrimination. We want our staff, providers and communities to feel empowered to challenge the inequalities they may see or face and contribute towards the actions in our strategy.

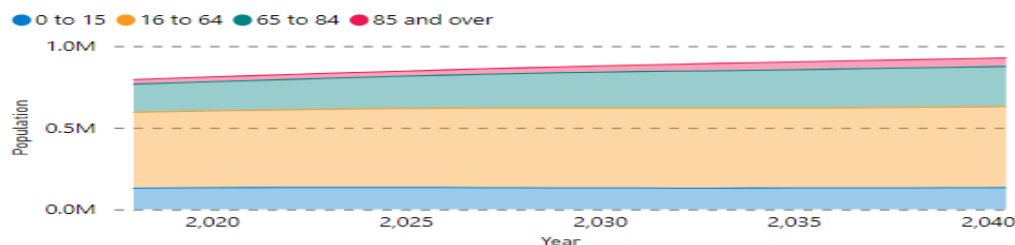
*Whilst this strategy focuses on transforming Adult Social Care in Devon, it will be achieved as part of the wider health and care system. This strategy will help organisations that support the health and wellbeing of people with disabilities and/or mental health needs to focus on the things that matter most to people in their local communities This includes GPs and other health service providers, organisations providing housing, leisure facilities, transport and those who help make sure that our communities are safe.

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Where we are now

Devon's population is ageing and growing. More adults have complex health needs and are living with them for longer. As a result, many people increasingly require support to self-manage their care and live independently. The table below sets out the population projections in Devon by age group through to 2040.

Population Projections



[Vital Statistics tool - Devon Health and Wellbeing](#)

In Devon, Adult Social Care supports more people aged 18-64 years, both in the community and in residential care, than in other comparable areas (especially people with a learning disability). Demand for Adult Social Care support is mainly through:

- Increasing numbers of young people requiring Adult Social Care support as they become adults, most of whom are autistic, especially with complex and costly care needs; and
- People with learning disabilities who survive their parent/carers often being unprepared for independent living and requiring more dependent and costly support.

We need to have more **timely and proactive conversations with people** about how best to support them to develop and maintain independence. This includes changing the culture and practice of social work in Devon to have conversations with people that focus on the achievement of goals, the home environment, equipment needs, and existing or new community and family connections. We must improve the frequency and number of strength-based reviews of the support people need to live as independently as possible and increase the use of digital solutions and Technology Enabled Care and Support (TECS).

There are **significant workforce challenges** in Devon. We need to continue to grow the social care workforce and ensure that new ways of working are adopted, including digital and TECS solutions. [Skills for Care](#) estimates that the staff turnover rate for the independent provider market in Devon was 39.9% in 2021; higher than the region average of 32.0% and England at 29.5%. Not all turnover leads to staff leaving the sector, but this churn can impact on service and provider quality (continuity of care and training/development) and efficiency (indirect spend to recruitment and agency staff).

In Devon, the pandemic has highlighted the **limitations of building-based day services** and short break/replacement care models. Many adults, particularly younger adults, access outreach support in the community. We need to invest in a more diverse set of opportunities for enabling and independence in communities that are short-term and goal focused.

Devon used the UK Community Renewal Fund (2021/22) to **improve employment opportunities** for people with disabilities and/or mental health needs within the county. We need to build on the learning from this project to support more people to have a paid job.

Pressures on **housing affordability** have increased, with Devon now at 10.35 times the average salary in 2021; 20% higher than the rest of the UK. Private rent stock levels across Devon fell by 50% between 2019 and 2021. Devon had 11,100 second homes registered during 2021, a 2% increase since 2019. These figures underestimate the number of homes used for Airbnb, etc.

Fuel poverty and poor housing conditions, particularly in the private rented sector, are a major issue, especially in rural parts of North and West Devon, which impacts on health and wellbeing. Homelessness is increasing, with more than 15,000 families on the housing register in 2022 and average house prices more than 9 times annual earnings (compared to 7 times nationally).

The **supported housing available** to adults of working age in Devon is limited and housing options are often focused on age rather than need, which limits choice. For example, Extra Care Housing is currently exclusively for older people and Supported Living is mainly for people with disabilities and/or mental health needs. We need more of these housing models across Devon.

The Supported Living market in Devon is fragile and characterised by an outdated model of shared houses in remote areas where people cannot connect with their communities or easily get to work. Supported Living services need to be redesigned so that support is shaped around people and we increase their choice and control over how and where they live. We want to ensure some consistency in the type of support provided and ensure quality of tenancies.

Care at home in Devon is usually commissioned by the amount of time needed to do a particular task ('time and task') and can result in inflexible blocks of time that do not empower providers to adjust a care plan in partnership with people/their family.

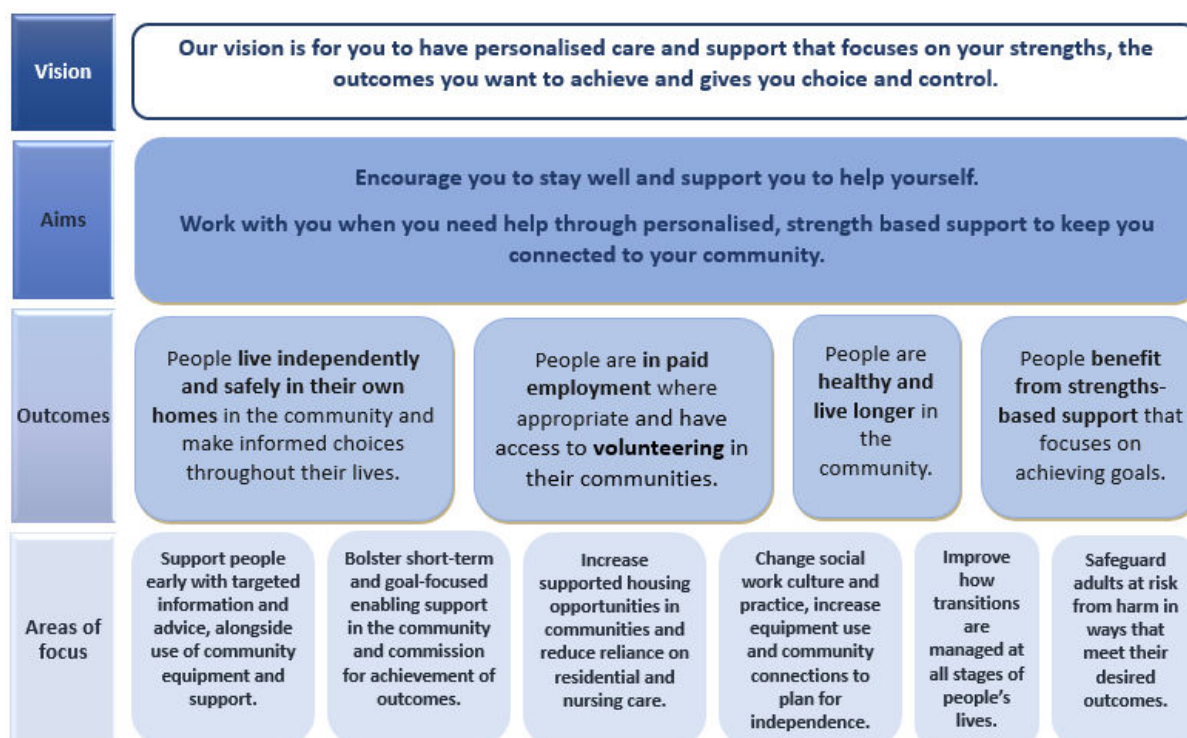
The **life expectancy** of people with a learning disability is 65.1 years for women and 65.4 years for men, compared to 83.1 years and 79.4 years respectively for those without. We need to do more with our partners to make healthcare and health improvement services more accessible, including access and support for screening and immunisation programmes.

Poor **mental health and wellbeing** has a considerable impact on quality of life and is a major contributor to premature death. Loneliness is often a precursor for mental health needs and is seen across the life course. Many Devon communities have a high risk of loneliness. Younger renters with little sense of belonging to their area, unmarried middle-agers with long-term conditions are at increased risk.

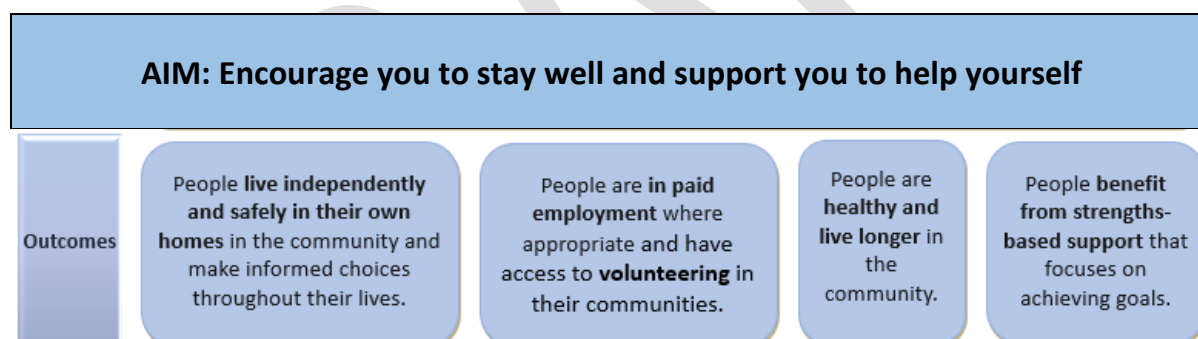
Forthcoming **changes to the Mental Health Act** are intended to maximise people's choice, address racial inequalities and end the inappropriate long-term detention of people with learning disabilities and autistic people under the Act. We need to work in partnership to prepare for and deliver these changes.

How we will achieve our Vision

The priority areas that we will focus on over the next five years are set within the context of our vision, aims and outcomes for adults with disabilities and/or mental health needs across Devon.



The actions that we will take over the next five years to achieve our vision are described below.



1. Early Intervention and Prevention

People want to engage with services online and tell us that they do not have enough accessible information, advice and guidance to enable them to have choice and to plan for the transitions in their lives. An increased focus on prevention and early intervention will promote better outcomes for people and will also lead to longer-term financial sustainability for the Council and our partners.

We will improve timely access to information and advice by increasingly taking a digital approach.

- Review our current information offer to identify where a digital approach will improve access for people, alongside accessible formats where people have communication needs. This includes health improvement, screening and immunisation programmes.
- Provide accessible information about housing choices so that people (including young people) can make informed decisions about where and how they live throughout their lives.
- Share co-produced housing standards for autistic people setting out the reasonable adjustments for homes to support sensory differences. Consider producing for other needs.

We will review and reshape the front door to Adult Social Care with increased use of technology, community equipment and personalised care to help people to be as independent as possible and:

- Enable more people to take more control of their support through digital communications with the Council via web chat, online self-assessment and financial self-assessment.
- Help people to live independently in their own home for as long as possible through increased use of and information about Technology Enabled Care and Support, so that they can keep doing things for themselves.
- Proactively identify areas for digital and technological improvement and share best practice across the health and care system.
- Plan for adulthood early and ensure expertise remains around the young person for transition.
- Improve timely understanding of needs and aspirations of young people to inform planning.
- Support adults who live at home with elderly/frail carers to develop independent living skills and plan for older life whilst also supporting their carers.
- Work with partners to prevent and support recovery from substance misuse and mental health issues, along with promoting general health and wellbeing (e.g. the importance of vaccinations).

A case study	
<p>Olivia is 20 years old. She lives at home with her Mum, Dad and Grandad and attends a local FE college.</p> <p>Olivia is autistic and struggles with social interactions. She can get very anxious in unfamiliar environments. Her goals were to cook independently and gain full-time employment after her apprenticeship.</p> <p>AutonoMe worked with Olivia and her FE College to create digital support tailored to the academic programme and within the home as part of a holistic approach.</p>	<p>Olivia now “doesn’t have to ask Mum all the time and can carry on and do it herself”. It has positively impacted on the family dynamics.</p> <p>Olivia is working towards NVQ level 2 and by creating a partnership with her Tutors there has been consistency throughout her transitions.</p> <p>Her social work team are thrilled with the outcomes for Olivia. It has created a system that means Olivia has continuous support to live independently as an adult and to achieve her goals. The programme has taken the pressure off their resources.</p>

2. Community

Independence and a good quality of life should be less about services and more about increasing capacity for early intervention and enabling life experiences. We will build on the innovative ways that people were supported during the pandemic by developing a more diverse set of enabling support in communities that is short-term and goal focused. We will:

- Consider new technologies and buildings as hubs/pods to increase the availability of outreach for people at all stages of their lives, preventing escalation of need and/or carer breakdown.
- Develop support of volunteers to achieve different solutions for adults with disabilities and/or mental health needs. This includes improving access/pathways into voluntary support and developing volunteering as a pathway into employment.
- Support community and providers to have a shared knowledge of local support needed and enable community groups to directly design and deliver support.
- Work with independent providers to agree personalised outcomes and monitor progress.
- Consider whether place-based budgets which pool resources between separate services would be more capable of aligning the risk and reward of investment in early intervention.
- Build more opportunities for people to use Direct Payments to access care and support opportunities local to them. Direct Payments provide people with more choice and control over how they meet their care and support needs.

- Recognise that for some people a traditional day service may currently be the right support to meet their needs and those of their families/carers. Where this is the case, we will provide this support for people as part of a strength-based approach to developing independence.
- Build on resources developed across the Council to support more people into employment. This includes the Be Ready Employer Hub (hosted by Learn Devon) which provides training to increase Disability Confident support to employers.

3. Housing

Good quality supported housing is vital. It provides a safe, stable and supportive place to live and opens up opportunities for people to live the independent life that is right for them. People with disabilities and/or mental health needs want to be able to access safe and good quality housing at the right time, which support positive outcomes and value for money.

Extra Care Housing and Supported Living, with care delivered on site, gives people greater independence and a choice over the care that is provided for them in their own property. People living in this accommodation have a tenancy or can buy their flat outright. Adult Social Care is only responsible for funding the care and support costs, and not the housing costs.

Shared Lives schemes support people (from age 16) to be introduced to higher levels of independence, whilst remaining in a safe and protective family environment. Many people would rather be in a family home than a care environment and Shared Lives schemes give people the opportunity to be part of family life within the community and to develop independent living skills so that they can live in their own home independently.

We want to greatly increase this type of housing across Devon to support people in the community. This will be accompanied by an increased emphasis in reablement and short-term practice and culture change in Adult Social Care. We will:

- Work collaboratively with partners to assess local need and demand for supported housing in communities, to jointly plan and inform development of the market and increase supply.
- Implement a new Supported Living contract to increase people's choice and control and ensure quality of tenancies through the separation of housing and support, alongside clear pricing.
- Redesign Supported Living and increase the supply of alternatives to shared houses to meet demand. This includes individual self-contained units within a core and cluster model.
- Develop Shared Lives schemes to support people with high levels of needs as short-term replacement care and alternative to residential care, or to develop independent living skills.
- Develop more Extra Care Homes schemes in Devon for people with disabilities, including people with disabilities and dementia, to benefit from community-based support as they get older.
- Use Extra Care schemes more effectively; move away from block contracts and improve usage.
- Develop short-term crisis support for people with complex needs to prevent hospital admission and unplanned moves to other areas.
- Whilst our aim is for people to live in their own homes, there will always be a need for quality residential and nursing care for people with the most complex health and care needs.
- Set out with the independent provider market the strategic objectives that we are working to achieve in Devon, including quality provision, sustainability and the training/skills required.

AIM: Work with you when you need help through personalised, strength-based support to keep you connected to your community



4. *Strength-based and personalised practice that is goal focused*

People tell us that they want more personalised and timely support to promote their independence, and that they want the transitions in their lives to be better managed. We will:

- Change the culture and practice of social work that focuses on achievement of goals and includes a wider conversation with people about their home environment, equipment needs, existing or new community and family connections.
- Improve the frequency and number of strength-based reviews of the support people need to live as independently as possible.
- Strength-based assessments will be directed by people and will support personal choice and control in how assessed eligible needs are met, including the use of personal budgets.
- Set out our core values for social work practice, that aligns to this vision and supports the transformation of how we work with people and their families/carers.
- Increase the use of digital solutions and Technology Enabled Care and Support for people.
- Consider use of the Disabled Facilities Grant for technology solutions, including investigation of handyperson schemes focusing on 'low-tech' as well as 'high-tech' solutions.
- Develop our commissioned offer for digital solutions and technology enabled care and support, including awareness raising and increasing diversity of prescribers.
- Collaborate with health and other partners to ensure people who use our services and their carers experience joined up working and good quality service which meets their needs.
- Take the needs of young people with disabilities from the age of 14 onwards into full consideration as they move from childhood to adulthood. Share timely information with commissioners to support the planning of housing and employment options.
- Consider how we commission care and support in people's homes to promote achievement of outcomes and empower independent care providers to deliver positive outcomes for people with flexibility over how and when they do this.

Rachel supports her sons who have learning disabilities and are autistic.

They use Technology Enabled Care and Support through a visual weekly grid to encourage Shaun and Greg to plan their time.

The grid uses colours to indicate progress and areas of high dependence on support. Blue celebrates progress towards independence and red identifies where more support is needed.

They also use simple digital keyrings to store photo prompts that Greg uses to travel by bus or on foot, as a shopping list, or to remind him 'what to do in an emergency'.



Paul has an acquired brain injury, and he uses Technology Enabled Care and Support to live more independently.

Until recently, activities like browsing the internet, watching TV and even switching a light on have not been possible without support.

Paul began rehabilitation at a specialist neurobehavioural rehabilitation centre, where he uses two separate pieces of assistive technology to help him live more independently.

An environmental control, powered by a knee switch, enables Paul to watch TV on his own, play DVDs and record programmes. He can also change the room temperature and lighting using the switch.



[TSA - the voice of TEC \(tsa-voice.org.uk\)](http://tsa-voice.org.uk)

5. Safeguard adults at risk from harm

Keeping people safe and helping them to stay safe is a key priority for us all. We need to ensure that staff are well trained to support prompt responses to any allegation of abuse and that the public, unpaid carers, volunteers and professionals have a good understanding of safeguarding. We will:

- Listen to people and their families/carers about what matters to them.
- Support individuals to speak out, with the help of trained advocates if required.
- Make sure that all services we provide or commission are up to date in safeguarding training of their staff and in respect of the Mental Capacity Act Deprivation of Liberty Safeguards.
- Commission services that deliver kind and compassionate care that helps to keep people safe through contract management of quality of provision.
- Monitor where Making Safeguarding Personal questions have been asked, and also monitor all our safeguarding activity to ensure a timely and proportionate approach.

6. Be an anti-racist Council

A number of actions are being taken forward across Devon County Council to support our intent to be an anti-racist organisation. We will:

- Support staff to feel safe, including listening and providing support to staff and managers.
- Improve data on equalities and ethnicity, including in the independent provider market.
- Improve representation in our engagement forums.
- Include a clause in our social care contracts with acceptable standards that are monitored.
- Consider race equality as part of all commissioning strategies.

How we will know if we have been successful

It is important that we continually monitor the impact of our work to better support people across Devon. We will review our progress in respect of the outcomes that we have developed with people and their families/carers. Local Involvement Groups will have an important role in the monitoring of local action plans, ensuring the full involvement of people and their families and/or carers. Our Assurance Framework is current under review. Measures used to assess our impact could include the following performance indicators.

Encourage you to stay well and support you to help yourself	
Performance Indicator	Rationale
Number of new contacts for ASC age 18-64 years per 100,000 of the population.	Effective community prevention and information should minimise the number of people needing to contact adult social care. A growth in the number of contacts might show that universal community services are not meeting need. Or a reduction might suggest that we are not providing the right pathways into adult social care for those who do need it.
% of new contacts aged 18-64 years not resulting in longer term care and support.	This indicator shows whether change in contact numbers is from people needing long-term care or people whose needs could be met with preventative or low level community support. It helps us understand what might be driving a growth/reduction in contacts.
Number of repeat contacts for aged 18-64 years.	This indicator might show that universal community services are not meeting need or supporting people to have the tools to prevent/manage a crisis.
Proportion of people aged 18-64 years receiving enabling who did not require long-term support after.	This indicator shows the impact on outcomes of enablement support. A reduction in the number of people who receive enablement support who do not need longer term support would suggest that the intervention has been successful.
Number of working age adults we support in employment	This indicator shows the impact of our plans on improving the number of adults in employment.
Number of young people who transition to costly placements	High numbers of young people transitioning into costly placements would suggest that we are not planning in a timely way for independent living.
Number of people aged 18-64 years who have a clear and up to date plan for progression.	This indicator shows whether people are satisfied with the timeliness and content of reviews.
Number of people aged 18-64 years in hospital, residential/ nursing care and out of county.	A decrease in this indicator will show that we are developing the range of appropriate accommodation in Devon to support people.
Levels of support and associated costs reduce over time and fewer emergency placements/provision.	This indicator will show the impact of our work to have timely conversations with people and plan support.
Proportion of adults aged 18-64 living in the community	An increase in this indicator would suggest that there are more opportunities for people to live in the community or that we are making more effective use of supported housing.

Work with you when you need help through personalised, strength-based support to keep you connected to your community	
Performance Indicator	Rationale
Proportion of people aged 18-64 years receiving long-term support who have not had a review in the last 12 months.	It is a statutory duty to review longer term care and support plans at least once a year. Regular reviews can help safeguard from risk, but also support personalisation by continuing to support people to connect to their communities and make the most of local assets.
% of people aged 18-64 years accessing long term support in the community.	We want people to be supported in a community setting whenever that is best for them. Community settings include sheltered housing, extra care housing. Residential and nursing homes are the right choice for those with the most complex needs, but good performance on this indicator should reflect partnership working with housing to provide alternatives for housing with support.
Proportion of people aged 18-64 years using social care who receive Direct Payments.	Direct Payments provide people with more choice and control over how they meet their care and support needs. We want to build more opportunities for people to use direct payments to access care and support opportunities local to them.
Percentage of cases for people aged 18-64 years where Making Safeguarding Personal questions have been asked and percentage of safeguarding adult enquiries where advocacy services were provided.	It is important when undertaking a safeguarding that the person to whom it relates is engaged and is able to say what they want as an outcome, where they have capacity to do so. This indicator monitors that we are involving people in this way.
Percentage of those aged 18-64 years where Making Safeguarding Personal questions have been asked and desired outcomes have been fully/partially achieved.	This indicator relates to our safeguarding adult activity and monitors how well we have been able to support the person to be involved and achieve the outcomes they wanted from their safeguarding adult enquiry.
Percentage of safeguarding enquiries where risk has been reduced or removed.	This indicator should be seen alongside the indicators above reflecting the desired outcomes of the person involved.
Percentage of individuals aged 18-64 years who report that they feel safe.	An increase in this indicator will tell us that more people are feeling safe in the support they are receiving. In addition, a variety of qualitative and quantitative measurements will be used monitor and quality assure our own and partner agency safeguarding activity to ensure a timely and proportionate approach.

Performance Indicators to support the Council's intent to be an anti-racist organisation can be accessed via [Race Equality Action Plan - Equality and Diversity \(devon.gov.uk\)](#).

The delivery of the priority areas of focus within this strategy will be monitored through action plans. Alongside the indicators above, there are a number of documents that will support delivery. These can be accessed via [Devon County Council - Our vision, 5 Year Plan and Annual Report | Devon County Council](#) and the [Provider Engagement Network \(devon.gov.uk\)](#) and include Devon County Council's market position statement (refreshed annually), Housing strategy, Workforce Development Plan, and Quality/Safeguarding strategy.