

Supporting people to live healthier lives

Quality statement

We support people to manage their health and wellbeing so they can maximise their independence, choice and control. We support them to live healthier lives and where possible, reduce future needs for care and support.

- I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally.
- I am supported to plan ahead for important changes in my life that I can anticipate.

Summary

The local authority works with people, partners and the local community to promote independence and support people to prevent, reduce or delay the need for care and support. It does this by providing or arranging provision of services, facilities, resources and other measures.

The local authority takes steps to identify people with needs for care and support that are not being met.

People in the area have access to the information and advice they need to make informed decisions about how to meet their care and or support needs.

Related sections of the Care Act

[Care Act 2014:](#)

- Section 1: Wellbeing principle
- Section 2: Preventing needs for care and support
- Section 4: Providing information and advice
- Sections 6-7: Co-operation generally and in specific cases
- Sections 31-33: Direct payments

Required evidence

People's experience

- Direct feedback from:
 - people with care and support needs
 - unpaid carers
 - people who fund or arrange their own care, those close to them and their advocates

- Feedback from people obtained by community and voluntary groups. For example:
 - advocacy groups
 - adult and young person's carers groups
 - faith groups
 - groups representing people who are more likely to have a poorer experience of care and poorer outcomes
 - people with protected equality characteristics
- Feedback that people have sent to the local authority and feedback it has gathered itself through surveys or focus groups
- Feedback from CQC's Give feedback on care facility (if available)
- Compliments and complaints
- Healthwatch
- [Survey of Adult Carers \(SACE\), Adult Social Care Survey \(ASCS\) - see detailed metrics](#)
- Case tracking

Feedback from staff and leaders

- Council adult social care portfolio holder
- Overview and scrutiny committee
- Commissioners
- Principal social worker
- Principal occupational therapist
- Assessment and care management staff, social workers
- Director of adult social services

- Director of public health
- Housing team
- The local authority's self-assessment of its performance for the quality statement

If available, feedback from the local authority's:

- Staff (from surveys)
- Peer review

Processes

- Strategy to prevent, reduce or delay the need for care and support and delivery plans
- Services, facilities and other measures in place to prevent, reduce or delay the need for care and support
- Steps being taken to identify people whose care and support needs are not being met
- Arrangements and timeliness of assessment and access to aids and equipment to promote independence
- Arrangements for providing accessible information and advice
- Arrangements for supporting people to use direct payments and uptake
- [Adult Social Care Outcomes Framework \(ASCOF\)/Adult Social Care Finance Report and Short- and Long-Term support \(ASCFR-SALT\) - see detailed metrics](#)

Feedback from partners

- Community and voluntary sector groups, including those representing:
 - people who are more likely to have a poorer experience of care and poorer outcomes
 - people with protected equality characteristics
 - unpaid carers
- Local health providers and allied health and care professionals
- Health and Wellbeing Board
- Information and advice providers
- Community equipment providers
- Integrated care partnership, integrated care system
- Advocacy providers
- Care providers

If available

- Local Government Social Care Ombudsman feedback

Outcomes

We will not look at evidence in this category.

Best practice and guidance

- [Care and support statutory guidance, chapters 2 and 3: Care Act: GOV.UK](#)
- [Prevention in social care: SCIE](#)
- [Older people: independence and mental wellbeing: NICE NG32](#)
- [Accessible Information Standard: NHS England](#)

- [Shaping the future. Planning, commissioning and delivering information, advice and brokerage in the context of the Care Act: Think Local, Act Personal \(TLAP\)](#)
- [Information and advice for adult social care, strategy tool: Think Local Act Personal \(TLAP\)](#)
- [Intermediate care including reablement: NICE NG74](#)
- [Role and principles of reablement: Social Care Institute for Excellence](#)
- [Supporting Adult Carers: NICE NG150](#)
- [Personal budgets: minimum process framework: Think Local Act Personal \(TLAP\)](#)

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