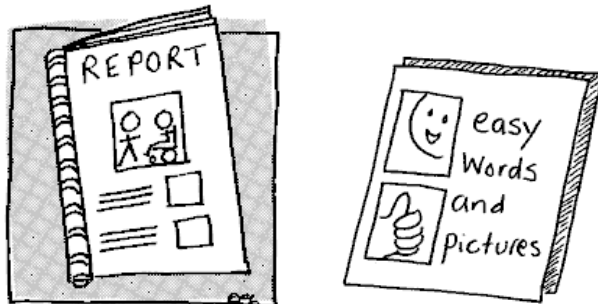


# REPORT ABOUT THE REPLIES TO SCIE'S SURVEY INTO SOCIAL CARE SERVICES FOR PEOPLE WITH DISABILITIES AND OLDER PEOPLE DONE FOR STEPHEN LADYMAN, MINISTER IN THE DEPARTMENT OF HEALTH

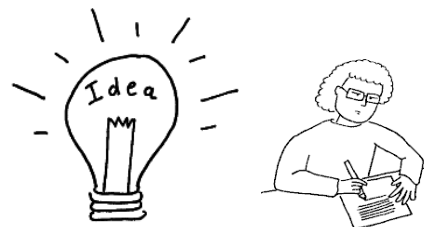
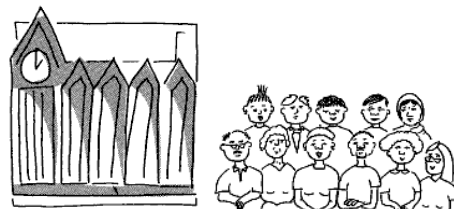
[ Note: SCIE is the Social Care Institute for Excellence]



This is the accessible version of this report. It has all the important points made in the report. There are some things in the complicated version that are rather technical and they are not in the accessible version.

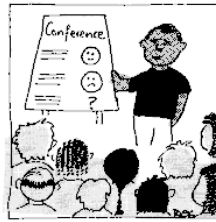
## Section 1: Opening Words

Stephen Ladyman made a lot of speeches about the need for a new vision for adult social care. This is what how we talk about services for adults with disabilities and older people. He asked people to fill in a questionnaire about this and send their answers to SCIE.



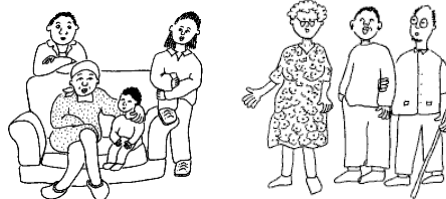
This work started at a conference in May this year. Most of the people at the conference were running

social care services for adults with disabilities and older people. The Minister Stephen Ladyman asked the people at the conference to take part in discussions about a future vision for social care services for adults with disabilities and older people.



He asked people to say what they thought about these two things:

Why do people feel they cannot look to families, friends and neighbours for help as they used to do? We need to find ways to make communities more energetic and active. Some people see their families as problems. We need to find ways to change this. We do not allow people to fail to look after their children properly, so why do we accept that people can fail to look after their parents?

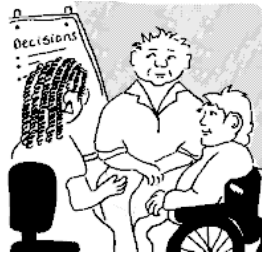


The other thing he said was about aims for social care services in the future. “There are 3 main aims: services have to be person centred, proactive and

seamless". That means putting the person at the centre, thinking about the sorts of things that would help people before being asked and working really closely with other people and agencies, so that there are no barriers between them.

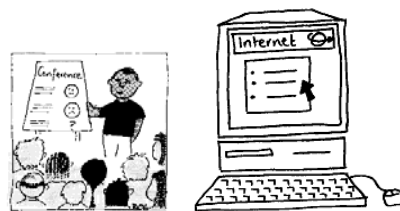


And lastly he said that people providing services should have all the skills to do the job and be keen on their jobs. People working with adults and older people needing social care and older people and carers should listen to what they say and tell the bosses what they said.



The Minister now wanted people to tell him how to make this happen.

We told lots of people and organisations about the Minister's questions. We did this at meetings and conferences when he made a speech. We did it on websites. Because we did it this way, some people won't have known about the questions and the survey.



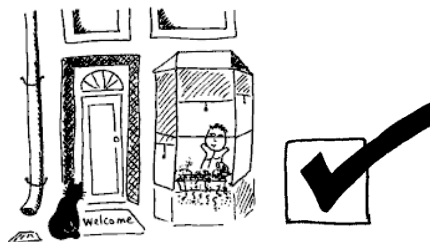
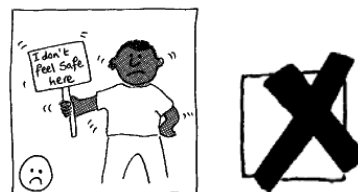
The questions were all about things the Minister talked about. These are some of the things:



- Being clearer about social care services for adults with disabilities and older people and saying what they were for
- Getting the right balance between the things social services could do for people and the things families and individuals could do for themselves
- Finding ways to make sure social services support individuals, families and communities to do the things they can and want to do for themselves
- Finding ways to help social services do these things:



- Empower people
- Make people feel more included
- Make people from ethnic minorities feel more included
- Make communities become good and safe places to live in



The questionnaire had two sorts of questions. Some asked people to say yes or no. These are called closed questions. Some asked people to write down what they thought. These are called open questions.



In the complicated version the next two sections of the report have 12 charts showing how SCIE put the things in people's replies to the questions into lists. The charts are not included in the accessible version but it does tell you what was in each of them.

## **Section 2: Who filled in the questionnaire, where they were working and what job they had.**

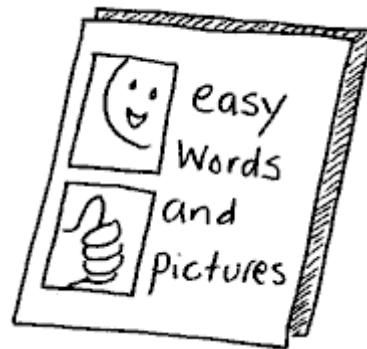
178 people replied. Most people used e-mail to do this. Lots of people said where they worked and what their job was. Most people were working in social services, the NHS or housing. Most people were actually running services or were care workers. Not many bosses replied. About a fifth were working in the private or voluntary sectors. Very few people using



services or their carers replied. Some groups representing people using services- for example a Pensioners' Action Group and a disability advocacy group- replied.



When we consult people about things in the future, we need to make sure that people who use or might use services can tell us what they think. That means producing papers in accessible ways.



### **Section 3: What are the problems at the moment and how should we change things. We call this “what should be the direction of travel.”**

We asked people whether we had got the right balance between providing services that really helped people and poking our nose's in when people did not need help.

This was a closed question.

This is how people answered:

- A fifth did not answer yes or no, though they did comment
- 40% (less than 60 replies) said yes the balance was about right
- 41% (less than 60 replies) said no the balance was not right
- A fifth could not decide



We think these replies show that we need to talk a lot more about social care services for adults with disabilities and older people. Are the services any good? Are we providing services in ways that make people more dependent on them? We call this “creating a culture of dependency”. It means expecting people to depend on social care services and not to want to try to do things for themselves.



The people who made comments about this question said things about :



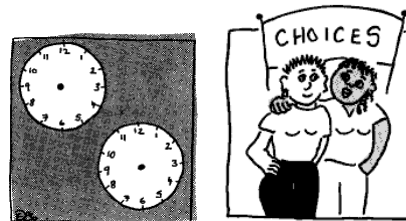
- person centred approaches
- changing beliefs and values in social services

- resources like money and staff
- giving people a little help before things got very difficult.



We call that early intervention or prevention.

People also said things about needing more time to do things, more choice of services, working in partnership with other agencies and the need for education and training.



Some people said it was really difficult to provide services that meet people's needs in a person centred way. Sometimes people did not like it when social services did too much. Sometimes they did not like it when they did not do enough. Sometimes people using services found it difficult to work out whether they had enough skills to live independently. Some people said that it was sometimes OK for people to refuse help from social services.



The replies showed that you cannot just write a book telling people working in social care services what to do. They have to think carefully about how and when to help people who needed services. They do a difficult job all the time.

We need to think a lot more about getting the balance right between providing services and poking our noses in when people really do not need help.

The next question we asked was to find out whether people agreed that some of the ways in which we provide services make people more dependent on having services. This is called 'creating a culture of dependency.

This was a closed question.

This is what people said:

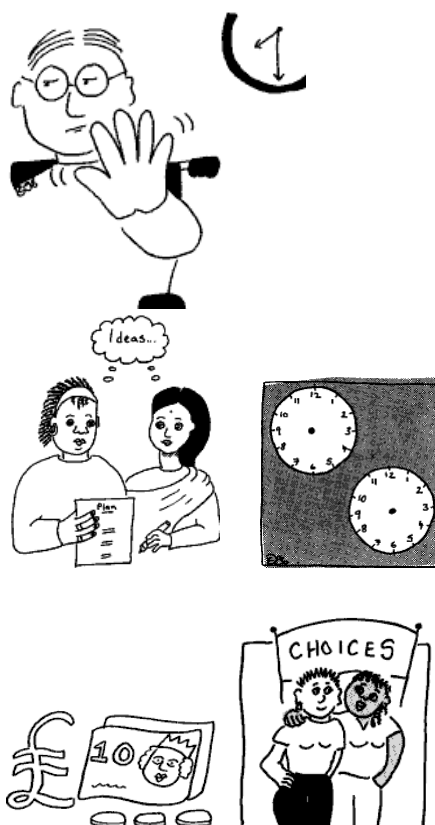
- Lots of people did not answer yes or no
- The people who did answer said that yes the way we provided services could make

people more dependent.

So we think that very few people know about ways of providing services that do not make people more dependent on having services.



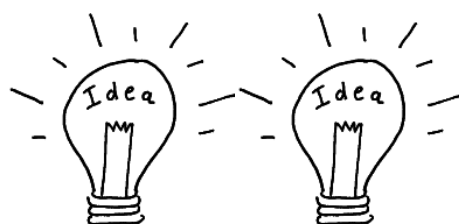
We asked people what could be done to help with this problem. Lots of people thought a person centred approach would help. Some people thought social services needed to have different beliefs and values. Some people thought they needed more money and staff, more time, education and training, different types of service and direct payments.



It is interesting that people think a person centred approach and changing the beliefs and values of social services would solve this problem. We noted that most people do not think direct payments can help solve this problem.

People's comments about resources- that is money and staff- show that they think we need more and we can use what we have today better.

We asked people to say whether they agreed with the Minister's new vision for social care services for adults with disabilities and older people. He says services should be person centred, people working in social services should think about the sorts of services people might want before they ask for services, and they should work closely with other people and agencies and remove the barriers between them. We asked what other things people thought should be added to the new vision.

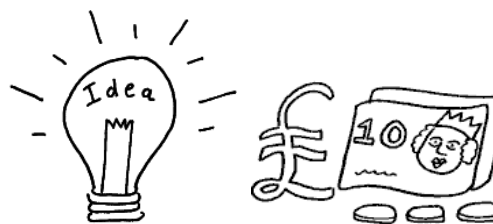


This was a closed question.

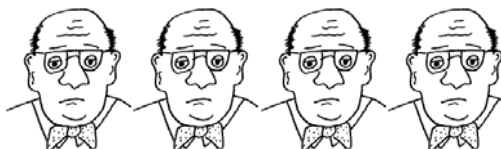


Quite a lot of people did not answer yes or no to this question. People who did answer it said yes to his new vision. People wanted the new vision to include something about money and staff, changing the beliefs

and values of social services, education and training and time.



The comments about money and staff (resources) were about having more money and staff and about using the existing money and staff better.



We think it is interesting that people said many times that there had to be a person centred approach and changes in the beliefs and values in social services. Without that it would not be possible to change the “culture of dependency” that was around at the moment.

We asked people to tell us how they would work differently in providing social care services for adults with disabilities and older people, so that they had more control over their lives.

This was an open question and these are things people talked about in their replies:

- Person centred approaches (1 in 5 people mentioned this)



- Time
- Changing social services beliefs and values
- Resources
- Working in partnership
- Education and training
- Direct payments
- More choice of services

People wanted to do more to help people with little things before things got really bad and they had to provide lots of help in a crisis. This is called 'meeting low level needs'. People said that being really person centred meant that social services had to change their beliefs and values. That could only work if there was more time, more money and more types of service to choose from.



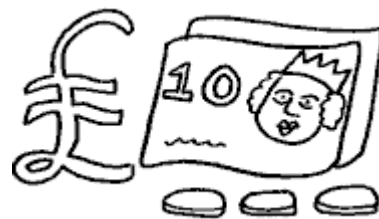
We asked people what kinds of support they would need at work so they could provide services and adults with disabilities and older people to live more independently.



This was an open question.

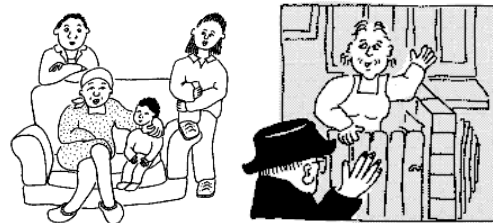
People said that they would need things like more resources, more time and more information. People wanted to have more money and a simpler system for social services to get the money. They wanted staff who were well trained.

We asked people to say what social care services could do to help families and communities provide care and support for adults with disabilities and older people.



This was an open question.

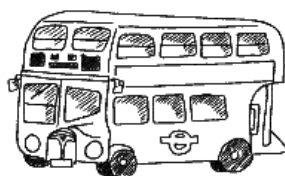
These are some of the things that people talked about:



- Money and staff
- Support for carers
- More choice of services
- Working in partnership with other local authority departments and the voluntary sector

We asked what more can social care services do help

adults with disabilities and older people use services and other things used by everybody, so they do not need to use services provide specially for them.



This was an open question.

People talked about some of these things:

- Changing the beliefs and values in social services
- Resources
- Person centred approaches
- Working in partnership
- More information
- Education and training



Some people said that we needed to talk a lot more about what specialist services did. It was wrong to think that these services cut people off from everyone else. It was even worse to label specialist services as being discriminatory.

Some people said that making it easier for adults with disabilities and older people to use services used

by everybody was a good thing to do. It was all about social inclusion.

People said different things about money and services used by everybody. Some people said that it would mean adults with disabilities and older people would have more services. Some people said that the people providing services for everybody would need more money because people using social care services would ask for extra things.

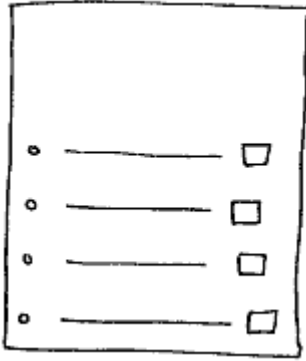


In lots of replies to the survey people talked about other services for adults with disabilities and older people. They included advocacy, sharing ideas of what worked well and inspection.



#### **Section 4: Looking at all the Replies to the Survey**

We looked at all the replies to find out what things were talked about most often. This list shows the order in which people talked about:



- Person centred approaches
- Resources
- Changing beliefs and values
- Time
- Working in partnership
- Education and training
- More choice of services
- More information

This list shows that people who replied to the survey paid lots of attention to how things were done. They did not pay so much attention to the objectives for services or what happened to the person who was using the service or what happened in the local community when there were services.

This is not surprising because the Minister's questions were about how social services provided things and how things were done. A few people did talk about what happened to a person when they used services and what happened to the carers. But most people were answering the questions by thinking about what things would need to change in the way they did their job.

This means that it is very important to talk to lots of different people and organisations when we do more consultation. We must do this so that people using services and carers are at the centre of making changes

in social care services for adults with disabilities and older people.

The replies to the survey show that people working in social care services and other public sector places like the NHS agree that things need to change. They also think that the Minister's vision is OK. The only thing they do not agree about is the importance of direct payments.

People working in social care services think that we need to have really good information and evidence so that the things in the vision really do happen.

The Minister says he wants to see staff who are keen and listen to people using services and their carers and then tell the bosses what these people are saying. The replies to the survey show that this will work, but staff, like people using services and carers, need to feel confident about doing this. They need to be helped to feel confident.

## **Section 5: Last Words**

This section draws attention to several things that came out of looking at all the replies to the survey. These are the main things:

- We need to have more knowledge about all sorts of things in order to make good changes and support people while changes are being made. We need to get some good information about why helping people with little things early on is a good idea. We need good information about what services might be needed during the next 20 years and what this would cost.
- We need to think about how to make providing social care services for adult with disabilities and older

people more like services provided for the whole population.

- Making the new vision happen cannot be done by social services on their own or independently of other services in local communities. There has to be a clear picture about what social care services do and what services for everybody do.
- We need to think about what is needed to make communities good places to live and places where things get better.
- Partnerships with the NHS are important, but social care services for adults and older people need to work with lots of other agencies to make the new vision happen. This is what the Government is doing for children's services and we should work in this way for services for adults and older people.
- When we do the next consultation we should start with adults and older people using services and find out what they want to happen to them once they are using services.
- The plan for making changes happen must be really good and there must be a good programme to help this work.
- We need to talk a lot more about human rights and how the vision for social care services for adult with disabilities and older people should be based on these.