

# Tameside Adult Social Care Strategy

## Living Well at Home 2024-27



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**Blue boxes** explain words or phrases that some people may be unfamiliar with, giving everyone the chance to understand our strategy no matter what they know about Adult Social Care.

# 2. Foreword

**I am pleased to introduce our Adult Social Care Strategy 2024-2027, a vision that is tailored to Tameside resident's experiences and needs for care and support.**

In Tameside it is our priority to ensure that all our residents are living well at home, for as long as possible. Whether you are living well at home with 24-hour support (i.e., supported living and care home) or services are coming into your home (home care, personal assistant using a direct payment etc.), we want that experience to be of a standard everybody can be proud of.

The last few years have not been easy with the challenge of the pandemic and the recovery period following it. Not forgetting the financial challenges of the cost-of-living crisis, it is important now more than ever that we support people to access the right services to look after their health and mental wellbeing. We must also ensure Health and Care services are joined-up and sustainable. Despite these challenges, our forward-thinking plan ensures people always receive high quality support and care from us when they need it, helping them to live as independently as possible.

Our vision and priorities are based on listening to people's feedback and experiences. Everyone has a voice, and we want your help to shape and improve services for the future.

Thank you for taking the time to read and understand our strategy. We really value your feedback so please reach out if you have any questions or comments to help us shape our services. You can find out ways to get in touch on page 24.

**Social care** is any help that you need, such as personal care or practical assistance, to live your life as comfortably and independently as possible, because of age, illness or disability.

**When we use the terms 'people with lived experience', 'experts by experience' and 'people who draw on care and support',** we are talking about the same people. These terms describe people who have experience of using care and support services as well as Carers who provide unpaid care. It shows people choose to define themselves in different ways.



**Cllr John Taylor**  
Executive Member (Adult Social Care,  
Homelessness & Inclusivity)



**Stephanie Butterworth**  
Director of Adult Services

# 3. How does this strategy fit in with Tameside's overall priorities?

Visit plans and performance page [www.tameside.gov.uk/adults/ourplans](http://www.tameside.gov.uk/adults/ourplans) to view complete versions of all current Adult Social Care related strategies and documents.

Find a list of current and upcoming council wide plans at [www.tameside.gov.uk/Policy/Our-People-Our-Place-Our-Plan/Strategies-and-Plans](http://www.tameside.gov.uk/Policy/Our-People-Our-Place-Our-Plan/Strategies-and-Plans)



# 4. Overview of Adult Social Care

Find the latest overview on people who draw on care and support in Tameside through our Local Account on [www.tameside.gov.uk/adults/ourplans](http://www.tameside.gov.uk/adults/ourplans)

## Activity 2022

### Adults 18+

**670**  
Carers  
Supported

Requests  
for support  
**10,469**

Decrease of **4.2%** on  
previous year

Long-term care provided in  
a residential/nursing home  
**946 placements**

Decrease of **6.7%** on  
previous year

Community based  
services including home  
care and direct payments  
**3,148 people  
supported**

Increase of **6.3%** on  
previous year

**1,925**  
new assessments  
of care needs  
Increase of **10%** on  
previous year

**2,630**  
reviews of care  
packages completed

Increase of **4%** on  
previous year

**2,089**  
safeguarding  
concerns received

Increase of **87.3%** on  
previous year

**1,912**  
applications for  
a DoLS received

Increase of **3.4%** on  
previous year



**2664**  
Service  
users

**151,551**  
Call received  
for assistance

**3078**  
falls attended  
avoided 2,805  
ambulances being  
called



Number of people who  
received reablement  
support during the year  
**438**

Number of hours of  
support provided  
**11,814**

Number of people who left  
without a package of care or  
a reduced package of care  
**284**

# Quality & Experience

## Quality of Provision in Tameside

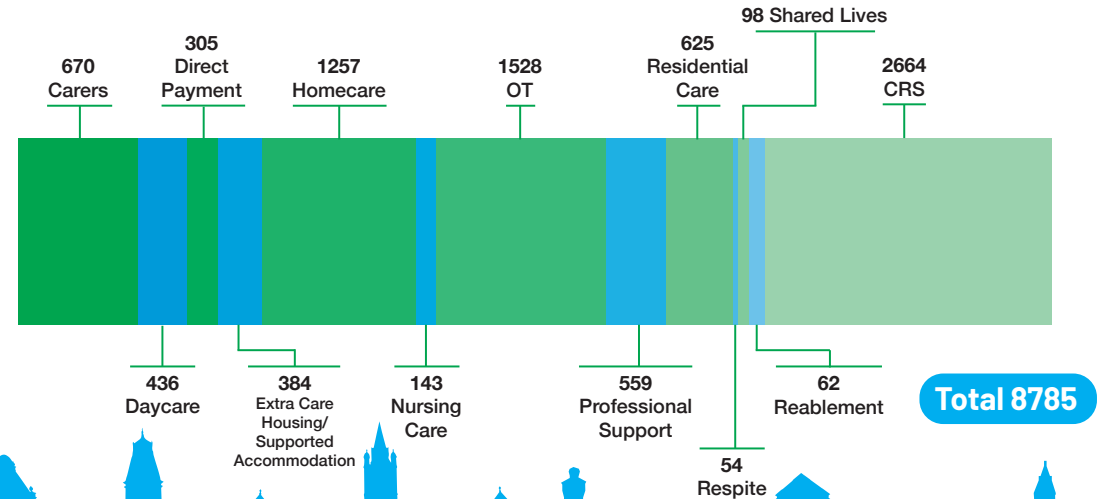
As of March 2023 - there were **36** care homes:



As of March 2023 - there were **25** home care providers:



## Number of services provisions currently provided:



## Of our long-term service users:

**75.4%**

said they have enough control over their daily life

**57.8%**

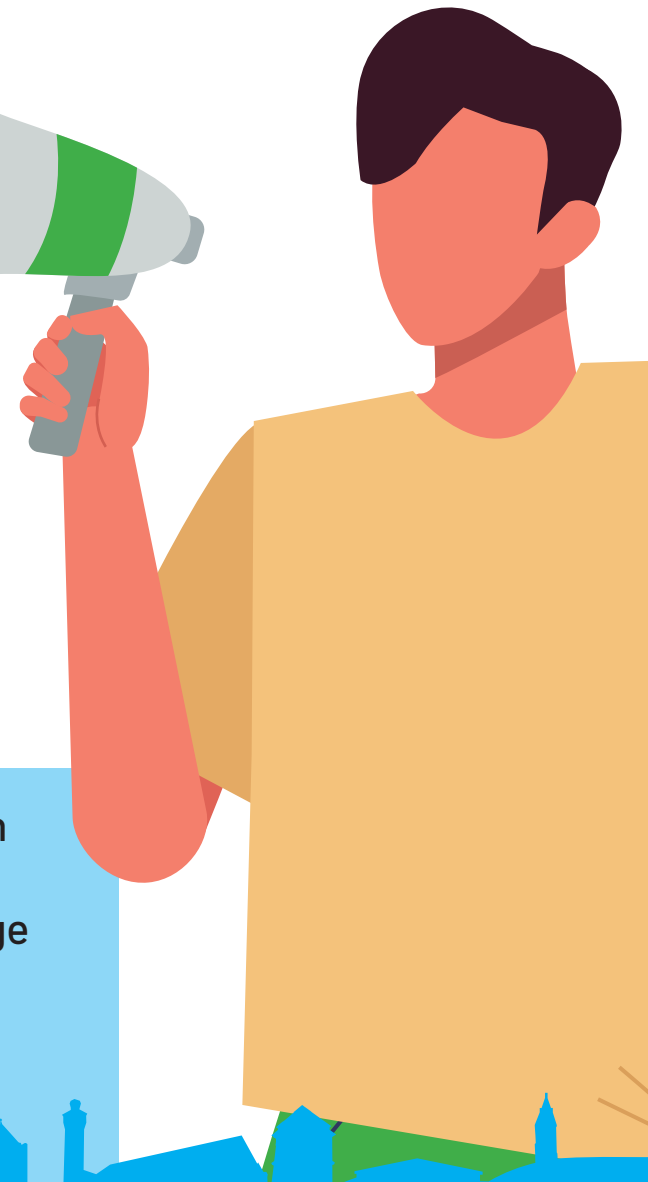
of service users said they were satisfied with the social care support they received

**69.5%**

said they find it easy to find information about services

# 5. The Voice of People Living Well at Home in Tameside

## Your voices are at the centre of all our work!



Everybody has a right to be involved in decisions that affect their lives. Having a voice means you feel that you are listened to and valued. Tameside prides itself on actively listening to what people need to help them to live a safe, healthy, fulfilling, and independent life that enables them to live well at home for longer.

We make sure that people have choice and control over the services they receive. This means that we focus on what matters to people, including things like making sure your pets are looked after, or manging the environment in which you live, or the group activities you want to attend in your local community.

**Co-production** is when people with experience are involved as an equal partner in designing the support and services they receive. Co-production recognises that people who draw on social care services, their families and Carers have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care.

# We want you to 'co-produce' and participate in all aspects of our service.

We know that those who use a service are the best people to help design it. From making decisions about your own care and support, to the planning, improvement, and development of future Adult Social Care services, we want you to be involved.

By doing this together, there will be a greater emphasis on all the outcomes that people value, rather than just those that the organisation values.

## The Voice of People Living Well at Home in Tameside

# We recognise the important role of families and friends in caring for one another.

We want to enable those who provide 'unpaid' or 'informal' care to family, a friend or loved one to be supported to achieve their own life goals whilst they support others.

We know juggling a caring role can be hard work and we want to work with you to make it as easy as possible, so that you feel confident that your loved one is well looked after whilst also having time to rest and achieve your own aspirations. There is a dedicated [Carers Strategy](#) which focuses on recognising the importance of Carers and developing the support available to them, this is co-produced with Tameside Carers.

**A Carer** is a person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is different from a Care Worker, who is paid to support people.



# We put people at the heart of care!

Tameside's ethos is reinforced by the government's White Paper '[People at the heart of Care](#)' which outlines the government's ambitious ten year vision for Adult Social Care.

This vision is moving us further towards person-centred care where people are offered choice, control and support to lead an independent life. It also focuses on making sure people can fairly access an outstanding quality of care and experience tailored support.

This is how we want to develop Tameside's Adult Social Care services and we cannot do that without your voices.

**Person-centred care** is a way of thinking and doing things that sees the people using Health and Social Services as equal partners in planning, developing and monitoring care to make sure it meets their needs.

This means putting people and their families at the centre of decisions and seeing them as experts, working alongside professionals.



## 6. Our Vision

**We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.**

Our vision for people living well at home is one where people are supported to be a part of their local communities to live long, healthy and fulfilled lives. This vision describes the social care future for Tameside and sets our intention for how we want to develop our services to make sure everybody can achieve their aspirations.



# 6. Our Outcomes

Our outcomes define what we are working to achieve for the people of Tameside. They give us a clear direction and help us to prioritise and evaluate the work that we do, to keep us on track. Getting these outcomes right means we will be supporting people to live healthy and fulfilled lives at home, for longer.

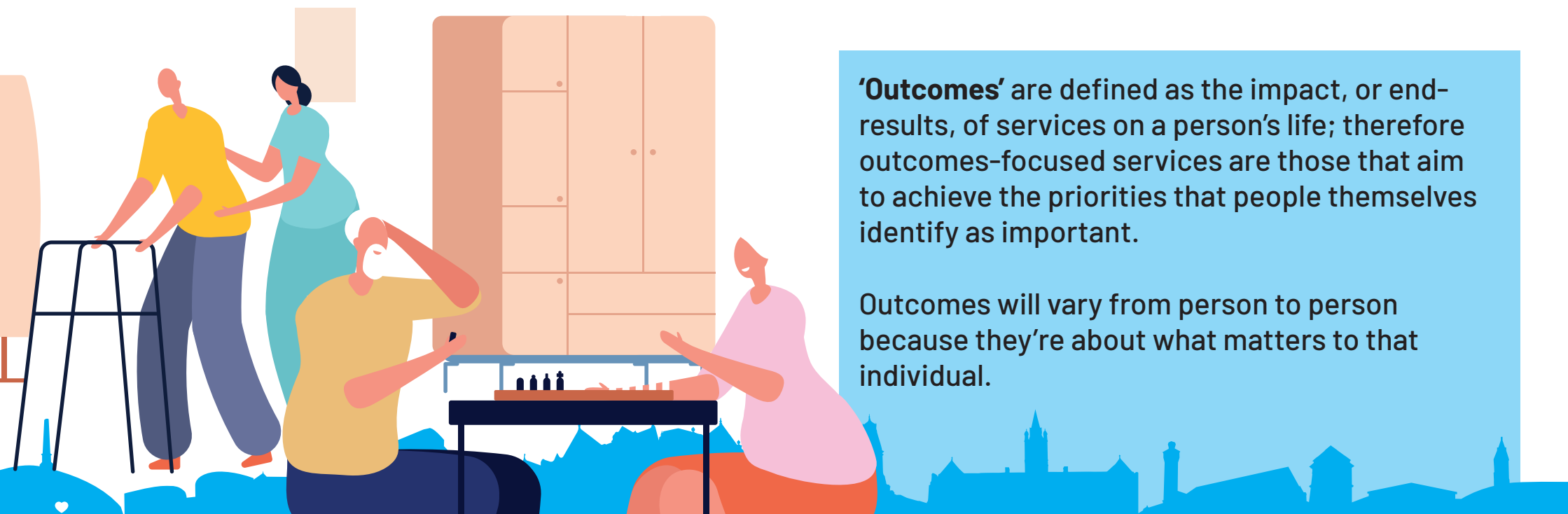
## A place people call home.

We want everyone in Tameside to be supported to live in their own homes if they choose, and we will do our best to put in the right support to allow this to happen.

But we know there will always be some people who need or want to move from their original home. If this happens, we will offer a range of good quality of homes for you to choose from. Wherever the choice of home, we want people to feel safe and protected.

**'Outcomes'** are defined as the impact, or end-results, of services on a person's life; therefore outcomes-focused services are those that aim to achieve the priorities that people themselves identify as important.

Outcomes will vary from person to person because they're about what matters to that individual.



# People are able to live meaningful and independent lives.

Maximising independence means supporting a person to remain living at home safely for as long as possible with the right support in place for themselves and their Carers.

When care supports people's independence, it allows them to have real choice and control over the things that matter. This enables them to live healthier, happier and more fulfilling lives in the place that they choose.

# People feel connected to their local communities.

We want people to be able to feel connected with communities that care and support them; to feel less isolated and have meaningful relationships with people if they wish to.

We will support people to participate fully in their communities, engaging in the things that matter to them and sharing their experiences to support each other. We will make sure that carers have activities in local areas that enable them to get support for their own mental health, wellbeing, and needs. This could include taking up hobbies, building social networks, helping others, employment, education or lifelong learning and growth.

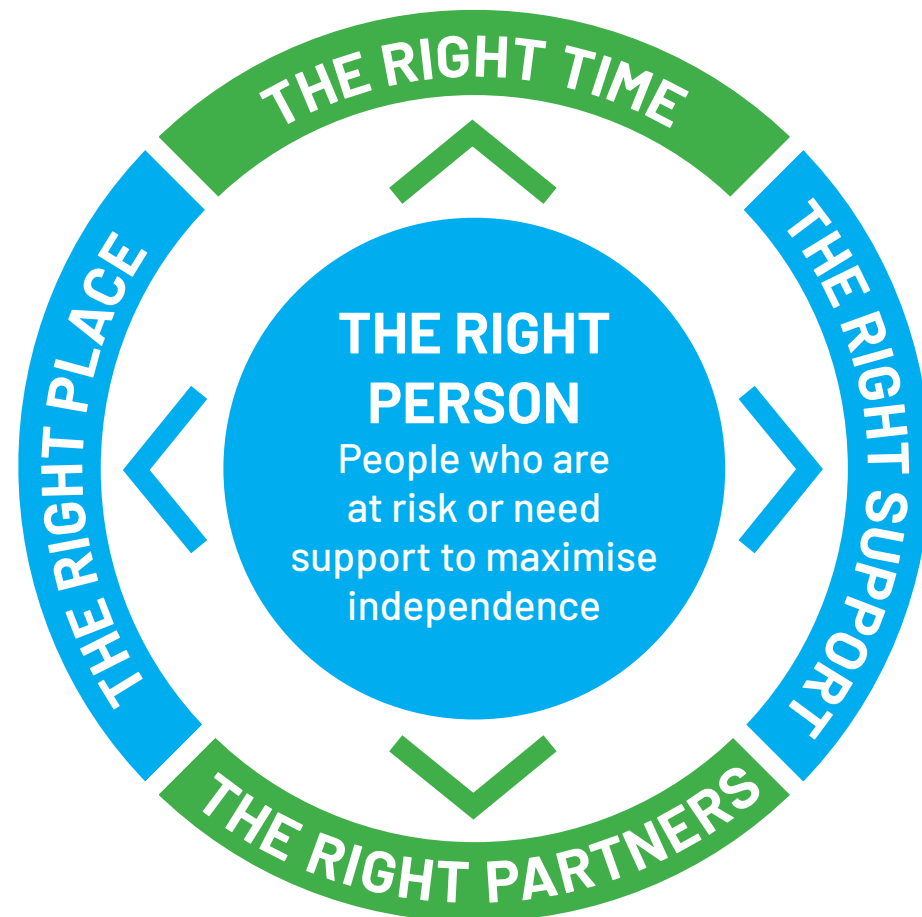


# People experience good joined-up care and support.

Everyone should receive the right care, in the right place, at the right time.

We will put a greater emphasis on joining-up up services to support people's needs quickly and effectively so that you have a positive experience of using our services and it is clear to you what is going to happen, when, and who you can contact if you need more information.

This includes making sure people who use our services tell their story once, and not multiple times.



**LIVING WELL AT HOME**

## People have fair and accessible care.

We want people to be fully included in decisions about their care and support by providing people with a good choice of quality of services regardless of their background, ethnicity, disability, sex, sexual orientation, religion, or belief.

We will also work towards reducing 'health inequalities' and make sure everybody has fair access to our services. We will do this in a way that is understandable and clear to you.

**Health inequalities** are unfair and avoidable differences in health between different groups in society. Health inequalities can happen because of the conditions in which we are born, grow, live, work and age.

These conditions influence our opportunities for good health, and how we think, feel and act, and this shapes our mental health, physical health and wellbeing.

## People are supported by a well-trained and engaged workforce.

We want people to trust that our workforce has the knowledge, skills and confidence to deliver their care in a way which treats them with respect and dignity.

Delivering care with respect means taking the time to learn about what matters the most to a person. We can achieve this by providing a supported and well-trained workforce who work together through innovation and creativity.

It is important that our Adult Social Care workforce feel recognised and have the opportunity to develop their careers. We are working on ways for our staff to have more influence over their choices so they can progress and achieve their professional ambitions.

# 7. Our priorities - what you told us is important to you

Our Adult Social Care Strategy will ensure that people are really are at the heart of care in Tameside.

Our starting point was to ask you - the experts - what you would expect our strategy to look like. Throughout 2022, and 2023 we asked a range of people for their feedback, from people who draw on care and support, their Carers, communities, partners, and people who work in Adult Health and Social Care.

## Here are some of the things you said...

Outline services to existing users not just new users.

As an old person living alone with virtually no support, it would be reassuring to receive a short phone call or text to enquire if any help was needed.

Carers were often not on time and though they were nice, the not being on time was never suitable for people with Parkinson's.

**You told us things you liked about our services and where things could be improved.**

**We are listening and are committed to making things better.**



## **To show our commitment, we will:**

- Review and update all our information, with your help, so that it is accessible and up to date.
- Ensure there are services that help you to stay independent and confident in your community.
- Provide access to a range of high-quality services to meet your needs when you draw on care on support, offering choice and control.
- Improve how we work with other services so that you experience better joined-up care and support.
- Make sure the people that provide your care are well trained and understand your needs.

In the next section, we will break down each of these further.




# 1. Review our Information so that is up to date and accessible to everyone.

## We will:

Tell people about 'person-centred' approaches to planning and managing their support and make sure that they have the information, advice and support to decide what will work best for them.

Provide accurate, easy to ready, and up-to-date information in formats that we tailor to a person's individual needs, and face-to-face if necessary.

Help people to achieve what matters to them, by promoting how to improve physical and mental wellbeing, and how to participate in work, community and other meaningful activities.



I have control over my care and support, including what services I receive and how.

I know where to find user-friendly, accurate and up to date information. I can make informed and empowered decisions about my life.


## 2. Ensure there are services that help you to stay independent and confident in your community.

### We will:

Invest in community groups and support them with resources – not always through funding – but also with things like a place to meet or sharing learning, knowledge, and skills.

Make sure people feel safe in their own home, which is accessible, with appropriate aids, adaptations, assistive technology, and equipment.

Develop the offer of support and activities in local communities working with the voluntary sector and local organisations, for people to connect over shared interests, supporting them to stay independent including through education and employment, and reduce loneliness and social isolation.



I can live as part of a community, where I am connected to people who are important to me, including friends and family.

I lead a fulfilling life in a home which is accessible and designed with access to support, aids and adaptations.



### 3. Access to a range of high-quality services to meet your needs when you draw on care on support, offering choice and control.


#### We will:

Continue to invest in the development of viable housing and support options, such as extra care housing and supported accommodation, to reduce and delay the need for long-term care, with a strong 'home first' approach, caring for people at home wherever possible.

Develop the respite offer to ensure that people have the ability to access the right level of support at the right time as their needs change.

Continue to support people and their families to find suitable and high quality residential and nursing care, where this level of support is needed. At the same time, work with Care Home providers to co-produce future homes, and the support in homes that better meet future need.

Commit to continuously learn and improve as an organisation, listening to feedback from you and holding ourselves to account; which will allow us to always check that we have high-quality services.



I have a good choice of alternative housing and support options, so I am able to choose where I live and who I live with.

## 4. Organisations and services to work better together to offer joined-up support.

### We will:

Work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person drawing on services.

Explore with partners the option of a more integrated advocacy offers which ensures needs are met for people who draw on support with excellent standards of care.

Ensure care and support decisions are co-designed with people, their families and Carers, working with them as equal partners, and combining respective knowledge and experience to support joint decision-making.

Support people, and those closest to them, so that they know what to do and who to contact if their health condition, support arrangements or housing conditions are deteriorating, and a crisis could develop. We respond quickly to anyone raising concerns.

I have accessible care and support to ensure that my needs are met without delay.

I receive care and support that is co-ordinated, and everyone works well with me to plan my care.



# 5. The people that provide your support are well trained and understand your needs.


## We will:

Develop an Adults Social Care targeted recruitment campaign, where jobs are easy to access and apply for, ensuring there are career development opportunities to progress in health and care.


Develop a refreshed training strategy, where staff are valued as experts to influence the way they are supported to carry out their roles.

Ensure our staff see people as individuals with unique strengths, abilities, aspirations and requirements, and value people's unique backgrounds and cultures. Have a 'can do' approach which focuses on what matters to people.

Fully embed the blended roles approach across all home care providers and a range of low level health care tasks.



I receive personalised and inclusive support, where the people who care for me know me as an individual, and recognise me as having unique strengths and aspirations, and know that my background, values and requirements are unique to me.



I receive care from a workforce whose careers are valued and whose professional development and wellbeing are prioritised.

# 8. How will we deliver our priorities and achieve our outcomes?

## Put the person, their families and carers first

People feel listened to, and are an equal partner in making decisions about their care and support, and to shape services of the future.

People at risk of harm and/or abuse are protected.

Making a positive difference to people's lives.

## Keep on striving to improve

Creativity and innovation in all that we do.

Evidence of us learning all the time and putting that into practice.

Embracing digital technology to support people's outcomes as well as the workforce.

## Measure what really matters

Regular feedback from the people we support, Carers, staff, providers, and partners is a key part of improving what we do.

How well we are doing to support people compares positively with other Local Authorities.

There is good choice and quality of care, as well as information that can support people's lives.

**The Local Account** includes information on the achievements we have made in Adult Social Care and how well we are performing, new and existing innovative services, and feedback from people draw on care. Find out how to access the document on page 5.

## 9. Get involved in shaping our services!

We would love for you to join us in improving our services. By sharing your expertise and being an equal partner, you can help decide the future of Social Care Services in Tameside.

If you want to be involved, or you have any questions about this strategy, please contact:

[adultsocialcarefeedback@tameside.gov.uk](mailto:adultsocialcarefeedback@tameside.gov.uk)



# 10. Our Plan on a Page

## Vision

**We all want to live in a place we call home with the people and things we love, in communities where we look out for one another, doing things that matter to us.**

I am valued for the contribution I make to my community and feel supported to achieve my goals.

I know what my rights are and can get information and advice on all the options for my health, care and housing.

## To show our commitment we will

Review and update all our information, with your help, so that it is accessible and up to date.

Ensure there are services that help you to stay independent and confident in your community.

Provide access to a range of high-quality services to meet your needs when you draw on care or support, offering choice and control.

Improve how we work with other services so that you experience better joined-up care and support.

Make sure the people that provide your care are well trained and understand your needs.

## If we get things right, these are the outcomes we will achieve

A place people call home.

People feel connected to their local communities.

People are able to live meaningful and independent lives.

People experience good joined-up care and support.

People have fair and accessible care.

People are supported by a well-trained and engaged workforce.

I receive personalised and inclusive support, where the people who care for me know me as an individual, and recognise me as having unique strengths and aspirations, and know that my background, values and requirements are unique to me.

I receive affordable care, and do not have to face unpredictable and unlimited care costs.



