



Department  
of Health &  
Social Care

This is an Easy Read  
version of People at the  
Heart of Care: adult  
social care reform

# Adult social care White Paper

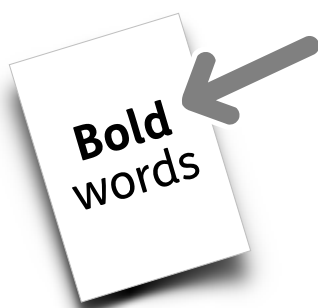


easy  
read



# Contents

	Page
Introduction	3
Adult social care summary	4
Our 10 year vision for adult social care	8
Better ways of working	19
The right care in the right place at the right time	24
Helping people have more control over their lives	31
People who work in social care	34
Helping local councils deliver change	40
Next steps	43
For more information	45



In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

# Introduction



The government has written this report to explain how we plan to improve **adult social care** for:



- people who use care and support.
- people who provide care and support.



**Adult social care** is care and support for people who need help to live independently and stay safe and well.



This plan will tell you how we want to make adult social care better over the next 10 years.

# Adult social care summary



## People who use care and support

People of all ages may use care and support.



People may use care and support in different ways.



Care and support may include help with:

- washing, dressing and getting out of bed in the morning.



- cleaning, shopping and doing things in your local community.



- having a job or going to college.



- having fun with friends or family.



## People who provide care and support

Lots of people work to provide care and support.



These people include:

- care workers.



- personal assistants.



- social workers.



- nurses.





- housing support workers.



- managers who support care workers.



Lots of people provide care and support without being paid.

These people are called unpaid carers.



These people are often:

- a member of your family.
- a friend.
- a neighbour.



## **More money for adult social care**

The government is going to give more money to adult social care.



Some people have to pay for their social care.

How much someone has to pay for their care depends on what kind of care and support they need.



The government is now saying these people will only have to pay £86,000 towards the cost of their care.



And the government will pay the rest of their social care.

# Our 10 year vision for adult social care



Our **10 year vision** is what we want social care to look like in 10 years time.



We want social care to be there for everyone who needs it.



Whether you get social care should not depend on:

- your age.



- your race or background.



- your culture or the way you do things.





- your religion.



- your sex.



- your **sexual orientation**.

**Sexual orientation** means who you are attracted to. For example, male, female or both.



- your disability or health.



- whether you have your own home or not.



In the next 10 years we want:

- people to be able to choose what sort of social care they want.



- people to have control over the social care they use.



- people to have more support to live by themselves.



- services to provide excellent care and support.



- to provide care in a way that is fair and accessible.



We want to do this in the next 10 years, but it will depend on everyone's needs and what they would like.

It may not be possible to do all of these things for everyone.

## Living in control of your life

In most cases, we want you to be able to:

- live as part of a community, close to your friends and family.



- meet people who share your interests.



- get the support, equipment and **adaptations** to stay healthy.



**Adaptations** are changes to your home that help you to do things for yourself.

- feel good about being part of a community.



- choose the sort of home that is best for you.





- choose who you want to live with.



- have control over your care and support, including:
  - what services you get.



- how your care is given to you.



- when you get your care and support.



- information that you can understand about your care and support.

We want unpaid carers to:



- get support to do their role as a carer.



- have friends and other interests.



- do the things that they want to do in life.



- be able to get information and advice.



- be able to have a break when they need it.



## Excellent care and support



We want care and support to:

- be safe.



- be right for you.



- respect your **rights**.

**Rights** are the things that every person should have or be able to do, by law.



- understand your culture, background and what is important to you.



We want:

- care and support workers to have the right training.



- everyone to realise that care and support workers do an important job.



- staff from different health and care services to work well together so you don't have to explain the same things again and again.



- the end of your life to be as good as possible.

We want care and support workers to:



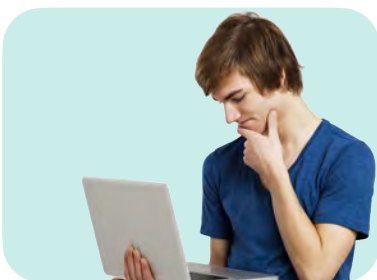
- feel good about their work.



- get the chance to learn new skills and move on to a new social care job.



- work in a place that helps them stay healthy.



- know how to use computers, the internet and other equipment.



- be able to work well with other services.

## Fair and accessible

We want you to:



- be able to get care and support you can pay for.



- pay the same amount for your care as the local council pays.



- get the information you need to find the right care and support for you.



- know your rights.



- be able to get the care and support you need easily.



We want unpaid carers to:

- be able to find their way around health and care, including the support that's in their area.



- know about the support that they can get locally.



- get information about how to care for and support someone.



# Better ways of working



We already have some good laws, rules and ways of working.



But we want to continue to make improvements, so people get better care and support.

## Laws

There are laws which explain:

- how local councils and health services should support you and care for you.



- your rights.



Local councils must think about your **wellbeing** when they make decisions about your care and support.

**Wellbeing** means feeling happy and healthy in your body and mind.

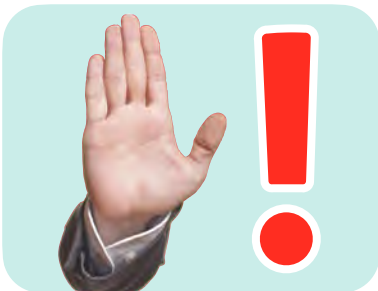


If you are **eligible** you must be given a care and support plan which explains how you want to be supported.

**Eligible** means you have the right to support because you meet all the checks.



Unpaid carers have a right to meet with social workers to work out what support they need.



Local councils must provide services that stop problems:

- before they start.
- from getting worse.



Local councils must make sure there are lots of different care and support services in your area that you can choose from.

## Better ways of working



Health and care services already have good ways of working, but we can do better.



- Some care and support services are not as good in some places than others.



- We want to make sure that everyone can get the same quality care and support services.



- In some places, all the care and support services do exactly the same thing.



- We want to encourage organisations to care and support people in many different ways, so people can choose the best options for themselves.



- Care and support staff don't stay in their jobs very long. Many have health problems. Many don't have the right training.



- We want to improve the way that care and support staff are supported in their work.



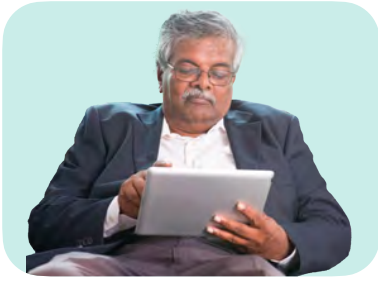
- Many people can't find the care and support they need. It's hard to find information or advice.



- We want to help people to know how to choose the best options for them.



- There are new ways of using computers, telephones and the internet that can help people to live independently and safely at home.



- We want people to get the chance to use these new ways of working to help them live the lives they want.



- Many people live in homes that are not good for them.

We want to make sure there is plenty of housing that is suitable for people with different health and care needs.



- Often health services and care services don't talk to each other, so people have to explain the same thing over and over again.



- We want services to work better together to provide the best care and support for each person.



# The right care in the right place at the right time



Where possible, we want people to:

- feel like they are part of their local community.



- have choice and control over their services.



- live independently in their own home.



- live in a place that is good for them.



- have access to new technology, like gadgets, computers and the internet that help to support people.



## Housing

We want people to be able to get their care and support in their home.



When we think about what care and support someone needs, we also have to think about whether the place they live is right for them.



Some people may need a home that has been designed for people who use support.



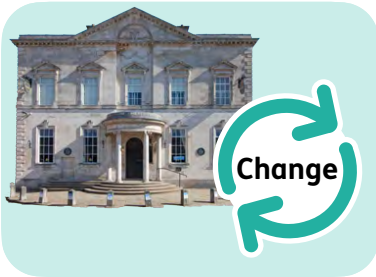
We want more people to have the chance to live independently in their own home for longer.



We will give more money to local councils to help them have more housing options for people to choose from.



We want to make sure there is more housing that is suitable for older people, physically disabled people, people with a learning disability, autism and mental ill-health.



We are spending money so people can make changes to their homes, to help them live independently. This money could pay for things like:



- **stairlifts.**

A **stairlift** helps you to get upstairs.



- **wet rooms.**

A **wet room** is a large shower that you can get into with a wheelchair.



- **grab rails.**

A **grab rail** is a rail you can grab hold of to steady yourself or stop yourself from falling.

## New technology



There is new technology available now that can help people to live safely and independently at home.

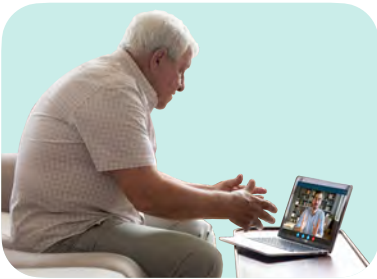


New technology can:

- call for help to come quickly when you need it.



- save time for care staff and social workers.



- help people keep in touch with family and friends.



## New ways of giving you the care and support you need

We want to find new ways of giving people the care and support that they need.



In most cases, we want to help people in a way that:

- gives them control over their care and support.



- lets them choose the type of care they want.



- supports them to be more independent.



We are giving money to help services find new ways of giving people care and support.



## Keeping people healthy for longer



We want to do more to stop people becoming ill.



Many people become ill because of the way they live their lives. This includes:

- weighing too much.



- smoking.



- drinking too much.



We have set up a new organisation to help people live a more healthy lifestyle.



## Fewer falls

People can become less independent if they have a fall. This is a particular worry for older people.



Keeping fit and active can help people not to have a fall.



We are spending money to support people who have had a fall so they are less likely to fall again.

# Helping people have more control over their lives

We want people to have more control over their lives. This includes:



- people who get care and support.



- the families of people who get care and support.



- unpaid carers.

## Information and advice

We have created a website that gives easy information about adult social care.





We will also give money to services to test new ways of giving advice to people about adult social care.



## Unpaid carers

Unpaid carers often like giving care to their friend or relative.



But unpaid carers often:

- don't get the support they need.



- aren't involved when decisions are made about the person they care for.



- find it hard caring for their family or friend and having a paid job.



We will help unpaid carers by:

- spending money to find new ways to support unpaid carers.
- changing the rules so that health services have to involve unpaid carers when they decide to give care or support to someone.
- bring in a new rule that says unpaid carers can have an extra 5 days unpaid holiday a year from their paid job.



## Help to get a job

Disabled people often find it difficult getting a job.



A good job can improve your health and wellbeing.



We will give money to local projects which will help autistic people and people with a learning disability get a good job.



# People who work in social care



People who work to care and support others do an important job, but it is difficult.



People who work in social care often feel that:

- nobody thinks their work is important.



- they can't get training to get a better social care job.



- no one is helping them to stay healthy at work.



Over the next 3 years we will set up:

- better training and support for people who work in social care.



- support for people who work in social care to be healthy at work.



- ways for everyone to realise how important people who work in social care are.



## **Better training and support**

We are working with social care services to set up proper training for social care staff.



There will be a range of training that staff can take to learn all the skills they need.



Staff will be able to use the training to get better social care jobs.

## Care workers



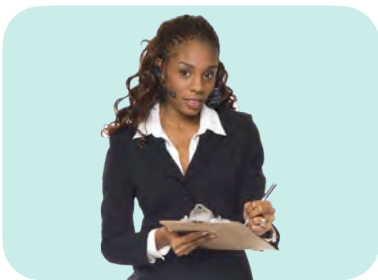
At the moment, care workers get training to do their jobs. But, when they get a new job at a different care service, they have to start this training again.



We want care workers to be able to train for a certificate that they can take with them to a new service.



This will mean that they don't have to go through the same training again and again.



## Managers and professionals

We will look at giving training to people who want to be a manager of care services.



We will be giving money to train health and care professionals like:

- nurses.



- social workers.

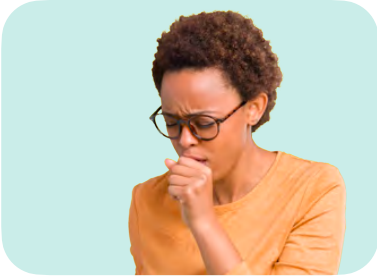


- occupational therapists.  
**Occupational therapists** help people who are ill or have a disability to get better at doing everyday tasks.



## Healthy workers

It has been difficult for people who work in social care during the time of COVID-19.



Many people who work in social care have had problems with their own health and mental health.



We are setting up ways to improve the wellbeing of people who work in social care.



We can improve wellbeing by using:

- counselling - this is where you talk through your problems with a trained professional.



- support groups.



- mental health training, to help people understand more about how to keep themselves healthy.





## Care workers do important work

We want everyone to realise that care and support workers do important work.



We want everyone to realise that care and support work:

- is interesting.
- makes you feel good about yourself.
- is useful.



We want care and support workers to feel good about the work that they do.

# Helping local councils deliver change



We want to make some changes in the way that local councils run social care in their areas.



We want local councils to make sure there are local services that provide care and support in many different ways.



We want people to be able to choose the best care and support for them.

We will:



- give money so that local councils can:

- set up new local services that run care services in new ways.



- pay for more care and support services.



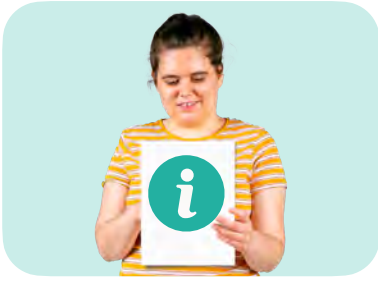
- check that local councils are running care and support properly in their areas.



- make sure local councils give people more information about the care and support work in their area.



We want local councils to involve unpaid carers and people who use services in making these changes.



## More information

We want more information to be provided about the care and support services that are being offered locally.



This is so we can see if there are places where services are not as good as they should be.



We also want to look for ways to improve care and support services in the future.

# Next steps



We spoke to over 200 organisations across England before we wrote this report.



We will work with organisations that are interested in care and support to set up the new ways of working in this report.



We will work with local councils so they use the extra money that we are giving to improve care and support services.



We will write more plans which explain how we are going to improve different parts of care and support services.



We will set up new ways to train care and support staff.

## Checking that our plans are working



We will look at how the changes that are explained in this report are working.



We will look at what is working well and what needs to work better.



We will involve unpaid carers and people who use services when we check how well our plans are working.



# For more information



For more information you can look at either of our websites here:

- [www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper](http://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper)
- <https://engage.dhsc.gov.uk/social-care-reform/>

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