Achieving Our Aspiration for Excellence in Social Care Services

Andrea Sutcliffe, Chief Executive, SCIE
Overview

• What does excellence look like?
• How do we do it?
• SCIE
But first – what are we here for?

• Support improvement in social care for people who
  – Use it
  – Work in it
  – Manage it
  – Pay for it
• I am supported to maintain my independence for as long as possible
• I understand how care and support works, and what my entitlements and responsibilities are
• I am happy with the quality of my care and support
• I know that the person giving me care and support will treat me with dignity and respect
• I am in control of my care and support
Bringing Clarity to Quality in Care & Support

• I am supported to become as independent as possible
• I am treated with compassion, dignity and respect
• I am involved in decisions about my care
• I am protected from avoidable harm, but also have my own freedom to take risks
• I have a positive experience of care that meets my needs
• I receive a personalised service that lets me keep control over my own life
• I feel like part of a community that I participate in
• The services I receive represent excellent value for money
Bringing Clarity to Quality in Care & Support

- Good services help to keep me safe
- High quality care and support services
- Good services treat me well
- Good services make me feel better
- Effectiveness and more independence

Safety
Experience
Good services treat me well
High quality care and support services
Good services make me feel better
Effectiveness and more independence

Good services help to keep me safe
Definition of Excellence

An excellent adult social care service enables people using its services to have:

- Voice, choice & control
- Good relationships with – partners/family/friends /community and staff
- The chance to spend time purposefully and meaningfully

Organisational factors to sustain
Making It Real I Statements

- **Information & advice**: having the information I need, when I need it
- **Active & supportive communities**: keeping friends, family & place
- **Flexible integrated care & support**: my support, my own way
- **Workforce**: my support staff
- **Risk enablement**: feeling in control & safe
- **Personal budgets & self-funding**: my money
So we know what to do…

BUT HOW DO WE DO IT?
What might help?

• Factors that help/hinder integrated working

• Key principles to guide any management of change or service improvement
  – Aims and objectives
  – Roles and responsibilities
  – Communication
  – Leadership
  – Culture – trust and respect
Aims and Objectives

- White Paper
- Bringing clarity to quality and support
- Definition of Excellence
- Making it Real I Statements
Roles and Responsibilities

- Policy Makers
- Commissioners
- Providers
- Managers
- Practitioners
- Co-production with service users and carers
Communication

• What works
  – Research
  – Good practice
  – Experience

• Information
  – For everyone involved
  – For service users and carers
Leadership

- Visionary
- Inspiring
- Empowering
- Supportive
- Enabling
- Enduring
Culture

• ‘We are what we repeatedly do. Excellence, then, is not an act but a habit’

Aristotle 384 - 322 BC
Social Care Institute for Excellence

- Resources
  - Research briefings
  - Guidance
  - Good practice
  - Social Care TV
- Find Me Good Care – coming soon
- Support – e.g. Learning together
Caring for our Future: Reforming care and support

The Government published a White Paper on the 11 July 2012 in which it set out plans to transform care and support in two major ways:

- to promote people’s wellbeing and independence instead of waiting for people to reach a crisis point.
- to transform people’s experience of care and support, putting them in control and ensuring that services respond to what they want.

The White Paper lists five statements which describe what government expects people will say about the new system. Click on the statements below for useful SCIE resources to help you achieve transformed services in each of these areas.
THANK YOU