

Social Care Support

Self-directed support implementation plan 2019-2021

People's social care support outcomes are met

Leaders & Systems

- **Senior decision makers & systems create the culture & conditions for choice and control over social care support**
- Statutory authorities undertake effective strategic planning for improvement
- Communities & supported people shape the planning, commissioning & monitoring of support, & are enabled to create & sustain the full range of community resources
- Decision making structures enable a creative, flexible & timely approach to the delivery of support
- Procurement & commissioning processes promote a diverse range of flexible, personalised & creative support
- All contractual & monitoring arrangements between local authorities, providers & supported people are flexible, proportionate & outcome-based
- The relationship between public, independent & third sector health & social care organisations is trusting & collaborative

Workforce

- **Workers enable & empower people to make informed decisions about their social care support**
- **Workers across all aspects of social care support exercise the appropriate values, skills knowledge and confidence**
- Workers receive clear & consistent information, training & capacity building in supporting and delivering self-directed approaches
- Workers engage in good conversations which respect what matters to people & the outcomes they value
- Workers take a strengths-based approach to supporting people
- Frontline workers are encouraged and enabled to exercise professional autonomy

People

- **People have choice & control over their social care support**
- People are fully involved in decisions about their support
- People have access to good quality information, advice & practical assistance in understanding creative support options & how they might work
- People have access to good quality advocacy, if they feel it is required
- People know the budget & resources available to them & can direct them creatively & flexibly
- People understand how & why decisions about budgets & support are made

Dots allow for easy referencing

The views & experiences of people, workers & providers must inform & underpin these changes

People includes supported people, unpaid carers and families

Workers includes all professionals whose work impacts on social care: planning, provision, administration, advice, accountability