Your Life, Your Choice
Building sustainable care and support in Derby

There are more people needing care in Derby but less money to spend

We need to work closely with individuals, families and communities to make some important changes
Our journey: what we are trying to do

We have been talking to people about their experiences of our services. These are some of the things they have told us:

• It is sometimes difficult to get good advice and information to make informed decisions and information is not always clear.

• It can take a long time to speak to the right person. Waiting times are too long.

• People sometimes feel passed around and have to tell their story again.

• Assessments focus on what people can’t do but should talk about things they can do!
We have listened to the feedback and these are some things we need to do to make things better

- Focusing on people’s strengths – as individuals and as part of their community

- Talking to people about what a good life looks like and how we can work together to make this happen

- Making sure people get to speak to someone who can help them straight away or find the best person to help them (this is called signposting)

- Building strong partnerships with health services

- Always working well to support people’s independence and health
• Working with our partners to stop hospital visits or long-term care unless they are really needed

• Building a culture of creativity and innovation

• Finding new ways to engage with individuals, families and communities to deliver services differently

We need to find a new way of supporting people

Our vision for people in Derby is that they have the right support so they can live happy, fulfilling and independent lives
We believe in the principles of:

**Self-determination**
Each person should be in control of their own life and, if they need help with decisions, those decisions are kept as close as possible to them.

**Direction**
Each person should have their own path and sense of purpose to help give their life meaning and significance.

**Money**
Each person should have enough money to live an independent life and not be too dependent upon others.

**Home**
Each person should have a home that is their own, living with people that they really want to live with.

**Support**
Each person should get support that helps them to live their own life and which is under their control.
Community Life
Each person should be able to fully participate in their community

Opportunities
We will help you to learn or re-gain the skills to be as independent as possible

Contribute
We will support people to be actively involved with their family and community life

Rights
Each person should have their legal and civil rights respected and be able to take action if they are not

Responsibilities
Each person should take responsibility in their own lives and be able to contribute to their community

Assurance
People can have confidence in the quality of the services the Council commissions or provides directly itself
We need to build on the approach we set out in 2011. This is what we think our promise to people should be:

- We will listen carefully to understand what makes a good life for you
- We will communicate clearly and in a way that works best for you
- We will listen to and value what you, your family, your friends and your community say
- The focus of our help will be to find solutions
• We will work with you at a pace that is right for you

• We will try to find solutions for people by working with local communities, support networks and partners

• You will only have to tell your story once and we will make sure our systems and procedures support that

• We will ask your permission upfront to share information to help keep you safe and well

• Staff working with customers will have support and training to design different solutions with you
• We will try to avoid putting people into long term care after being in hospital

• Keeping you safe is really important and we will work together with you, other people and organisations to keep you safe in a way that works for you

• We will try to be fair with the money we have to spend

• We will work hard to try and take away the things that get in the way of helping people
Our approach needs to operate at four levels:

**At the community level:**
Building individuals, families and communities who can feel **strong** and be **active**

**At the individual level:**
Working in a different way to help individuals and their families **find solutions** that build on their strengths and assets (gifts/talents/skills)

**At the service level:**
Building services that are delivered in **new and innovative** ways which respond to individual customers’ needs and desires

**At the whole system level:**
Recognising that we need to **work with other partners** across health and social care to manage pressures and to keep people safe and well
So what do we think Derby will look like in 3 years’ time?

- **Empowered citizens** who know what **independence** looks like and have a **voice**

- **Good networks** of family, friends and community

- More **volunteering** opportunities

- Stronger networks of **help and support** driven by **Local Area Coordinators**
• Local businesses and workers making donations through the Vital Signs philanthropic guide

• Winter plans for people aged 85+ who get snowed in or become poorly

• Stronger involvement and networks of carers

• Assessments and emergency plans for carers
• There will be support for carers of people with dementia

• “Community Support Teams” will help people with physical or mental health problems as well as people who need to go to hospital or a care home for a short while

• They will also support people with long term conditions who may not get better, and those who live with someone who dies

• We will work hard to help people remain as independent as possible, even at difficult times

• “Peer educators” and “citizen leaders” will help people to have the best life possible
• **Personal health and social care budgets** will help people to have choice and control over their lives

• **GPs (Doctors)** will be part of the Community Support Teams

• There will be a **rapid response** service to help people within 2 hours of a GP making a referral for people at risk of going into hospital

• **Special doctors for old people** (Geriatricians) will do more of their work in the community rather than hospitals
• “Recovery and well-being centres” will support people with mental health problems to improve their confidence and skills

• People will get support to stay at home with some extra help if they are very poorly. They will also get extra support when they go home after being in hospital

• People will be able to have special therapy treatments at home instead of travelling to other buildings in the city

• When people are supported to get better at home in the community, the hospital will be able to focus on the special services it offers and will not have to keep getting bigger
Who can I contact for more information?

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