

# Caring for our future

Some ideas on how we can make social care better



Easy read

**Social Care**

# What is this booklet about?

The Government has been talking to people who work in and use **adult social care and support** services about how social care could change. We want to find out how we can make life better for people who need social care. When we say 'we' in this booklet, we mean the Government.



**Adult social care** is care for adults who cannot manage by themselves. It helps people to cope with everyday tasks they cannot do on their own.



We held 4 **workshops** in November and December 2011. We talked to lots of people who helped us to think about how social care could change.

A **workshop** is where different people meet to talk about how to do something better.



The people who have been helping us to do this are social care experts and people who need social care.

They talked about what they thought.

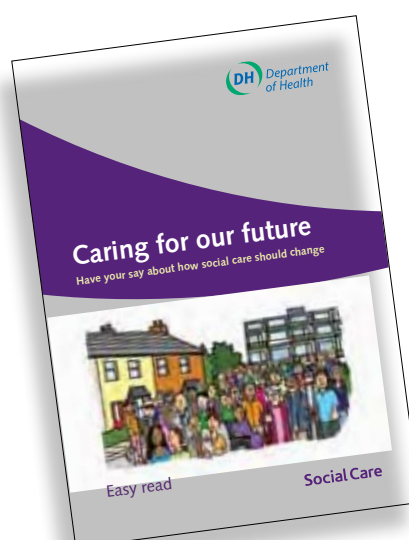
This booklet explains what was discussed at the workshops.



You may like to have someone to help you when you look at this booklet. Difficult words are written in **purple**. You can find a list of these words and what they mean on page 17.



You can also find out more information about what we are trying to do in an easy read booklet called **Caring for our future: Have your say about how social care should change**.



# What is in this booklet

Why do we need to change the way social care works?.....page 5

The 4 workshops.....page 8

What people told us.....page 10

The changes we should make first .....page 13

How to find out more.....page 15

What happens next.....page 16

Difficult words .....page 17

# Why do we need to change the way social care works?

At the moment, people tell us that the way **social care** works is unfair and confusing.

**Social care** is care for people who cannot manage by themselves. It helps them to cope with everyday tasks they cannot do on their own.

Different people need different types of care. People are also living longer. This means there will be more people to look after. This will cost more.

Sometimes our social care system lets down the people who need it most.

We need to find a fair way to make sure everyone gets the social care they need.

People want better care services and more choice about the type of care they have. People also need to plan how they will pay for their care.



# There are 6 things we think are important about social care.

We asked people what they thought about these 6 things.



## 1) Getting better care

How can care be better? How can people who provide care be trained better?

## 2) Personalisation

**Personalisation** means taking something general and changing it so it suits you better.



How can we give people more choice so that they can choose the type of care that is best for them?

## 3) Shaping local care services

How can we make sure there are lots of local organisations which can provide different types of care?

## 4) Prevention

**Prevention** means stopping something from happening.



How can we stop people's health from getting worse? How can we help them to look after themselves for longer?

## 5) Integration

**Integration** means making things work better together.



How can we make sure the NHS, **social care** and other support services work better together? How can we make things easier for people who use more than one service?

## 6) How financial services can help

**Financial services** are provided by banks and insurance companies. They can include:

- bank and savings accounts, which help people save money
- insurance policies, which help people prepare for the future.



What sort of financial services would be useful for **carers** and people who need care?

**Carers** are people who look after other people.



# The 4 workshops

At every **workshop**, we asked the people who need **social care** and the social care experts to talk about the different things they have heard.



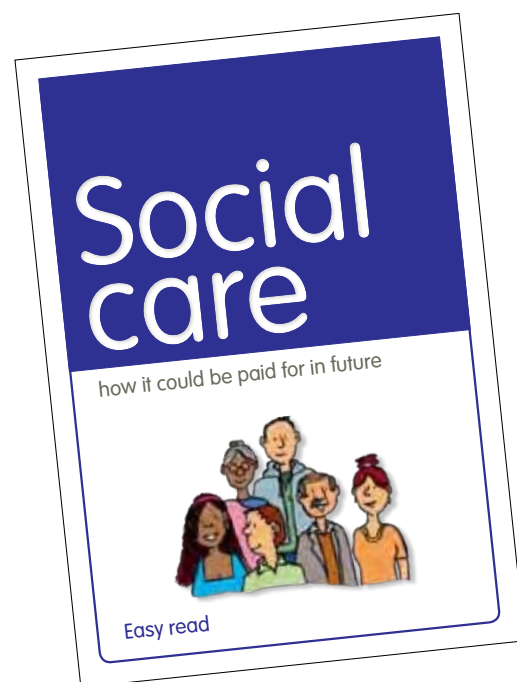
## Workshop 1

At the first workshop, we talked about the 6 things that are important for social care.

## Workshop 2

At the second workshop, we talked about the ideas of the **Commission on Funding of Care and Support**. We talked about how social care is paid for. We also talked about what that means for the 6 things that are important for social care.

**The Commission on Funding of Care and Support** was created by the Government. Its job was to look at how social care is paid for now. It also suggested a better way of paying for care in the future.





## Workshop 3

At the third **workshop**, we talked about what needs to change about social care. We also talked about what can be done now and what can be done later.



## Workshop 4

At the fourth workshop, we talked about what social care should be like in the future and what we need to do to make that happen.



# What people told us

## Why we need to change social care

The way **social care** is provided has not changed for many years. But people's needs have changed.

- The laws that control social care are old and not always clear.
- Many people do not understand how social care is provided, because they cannot get the information they need. This means they cannot plan for when they are older and might need help.
- People need better care services. They also need more choice about the type of care they have.
- Young adults who need care are finding it difficult to get jobs. Older people cannot be cared for in their own homes like they want.
- Lots of people need help to pay for social care, but they do not always get this financial help.
- The people who buy and provide social care are not working well together.



# How we can make social care better

There are lots of things that we can do to make **social care** better. These are some of the things we should do.



## People who need social care:

- should know where to go for help when they need it
- should get services that are best for their needs
- should not have to deal with too many people to get the care they need
- should have services that work better together
- should have a say in how those services work
- should know how much they have to pay for care
- should be given financial help to pay for their care
- should be seen as 'real people' first, not as 'people who need care'
- should be able to plan how they want to live
- should get help from their families and the people who live in their area



- should have a social life
- should be able to see their friends and make new ones
- should be able to be independent, by working or volunteering.



**People who work in social care:**

- should feel responsible for the people they care for
- should work together
- should feel like they have a good job and like what they do
- should talk to people about what they want
- should treat people who need care with **respect**.



To show someone **respect** means to treat them well and talk to them politely.

# The changes we should make first

We need to work with experts in **social care** to make some important changes.

These are the changes we should make:

- We should start doing things in a way that suits the people who need care. We also have to be sure that the way we do things is right for other people who live and work in the same area.
- We need to do things earlier to avoid problems later on.
- People who need care should get better information and help.
- We must think about how where someone lives can help make their care better. For example, if someone lives near a park or open space, it can be easier for them to exercise and generally lead a more active life outside of their home.
- We must think about how we can change people's homes to make their care better.



- We need to give more information on how good the services are.
- We should make local services better.
- People should get the care that they need.
- **Carers** should be given more help.
- We need to change how people pay for **social care**.
- We need to make changes to the law.
- People who need care should be treated with **respect**.



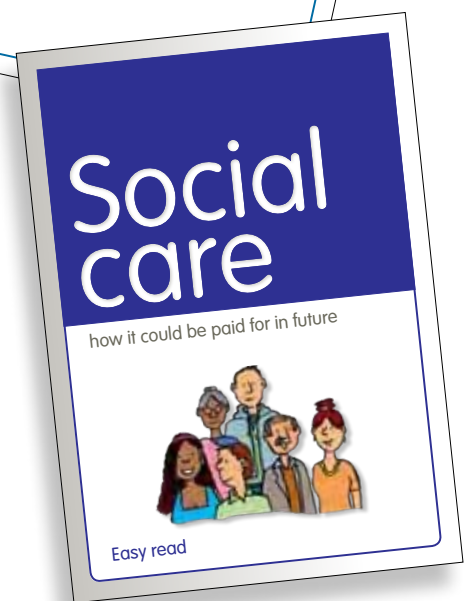
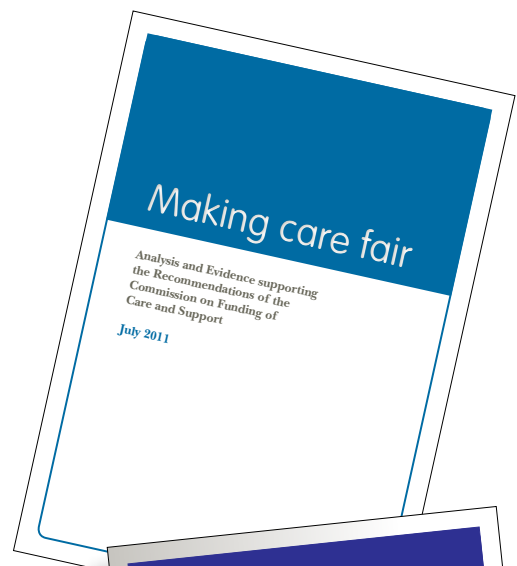
# How to find out more

You may want to find out more about our plans for **social care**.

You can read the full report written by the **Commission on Funding of Care and Support** at [www.wp.dh.gov.uk/carecommission/files/2011/07/Fairer-Care-Funding-Report.pdf](http://www.wp.dh.gov.uk/carecommission/files/2011/07/Fairer-Care-Funding-Report.pdf)

You can read the easy read version of the report at [www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_128019.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_128019.pdf)

You can find out more about how social care could change by visiting [www.caringforourfuture.dh.gov.uk](http://www.caringforourfuture.dh.gov.uk)



# What happens next

These **workshops** were part of the work we are doing to make **social care** better.

We will look at these ideas and think about what people have told us, to help us decide what to do.

In April 2012, we will publish a **White Paper** on social care that will explain our plans.

A **White Paper** is a government report.

We need to carry on working together to make social care better in the future.





# Difficult words

## adult social care and support

Adult social care is care for adults who cannot manage by themselves. It helps people to cope with everyday tasks they cannot do on their own.

## carers

Carers are people who look after other people.

## the Commission on Funding of Care and Support

The Commission on Funding of Care and Support was created by the Government. Its job was to look at how social care is paid for now. It also suggested a better way of paying for care in the future.

## financial services

Financial services are provided by banks and insurance companies. They can include:

- bank and savings accounts, which help people save money
- insurance policies, which help people prepare for the future.

## integration

Integration means making things work better together.

## personalisation

Personalisation means taking something general and changing it so it suits you better.

## prevention

Prevention means stopping something from happening.

## respect

To show someone respect means to treat them well and talk to them politely.

## social care

Social care is care for people who cannot manage by themselves. It helps them to cope with everyday tasks they cannot do on their own.

## White Paper

A White Paper is a government report.

## workshop

A workshop is where different people meet to talk about how to do something better.



© Crown copyright 2012

408472 – Social care reform (easy read)

Produced by COI for the Department of Health

[www.dh.gov.uk/publications](http://www.dh.gov.uk/publications)