

Adult Social Services and Housing

Choice in Care and Support Strategy Summary

Factsheet

What is choice in care and support?

People's care and support choices extend beyond commissioned services. Choice in care and support involves supporting people to make informed choices by leveraging various resources such as family and friends, peer-led support groups, specialised advice services, voluntary organisations, community initiatives, faith-based groups, social enterprises, and statutory services (when necessary) to meet their specific needs.

What are the challenges to facilitating choice in care and support?

- People drawing on care and support have shared that they do not always have access to all of the relevant informative, up-to-date, and accessible information and advice.
- Choice in care and support is often misunderstood and reduced to choice between commissioned services.
- Staff do not always know what care and support is available in their local area.
- Staff do not always understand how a person's disability, and/or personal circumstances and contexts, impacts upon their personalised needs (i.e. care and support needs of autistic people). Our interim values

Recommendations

1. Give people clear and accessible information.
2. Get to know the person, their families, and their communities.
3. Support people to make informed decisions by discussing all the options available to them.



4. Expand choice in care and support in partnership with people with lived experience (inc. carers).

Action plan summary

- We will provide timely, accessible, and accurate information about what care and support is available in North Somerset.
- We are committed to ensuring that we meet the needs of our community through the delivery of services within our allocated budget.
- We will understand and promote advances in Technology Enabled Care (TEC).
- We will fully adopt, understand, and embody the approaches outlined in the North Somerset Council Adult Social Services Practice Framework.
- We will actively promote choice and control for carers.
- We will work collaboratively with partners, people who draw on care and support, and carers to promote and expand choice in care and support.

Outcomes we want to achieve

- We will improve people's experiences of their journey with adult social services.
- People report that they had choice and control over their care and support.
- Staff will report that there is choice in care and support and will be able to articulate how they promote and facilitate this.
- All residents in North Somerset will be able to access information and advice and/or care and support relevant to their personal circumstances.
- All residents will experience choice and control through a blend of support from family and friends, peer led support groups, specialist support and advice services, VCFSE, community response groups, and where appropriate TEC and statutory services. This should be based on people's strengths, preferences, need, and well-being.
- All people making contact with adult social services and housing will receive, as a minimum, up to date, person centred and accessible information and advice on how to utilise care and support from family and friends, peer led

support groups, specialist support and advice services, VCFSE, community response groups, and where appropriate TEC

- Practitioners will recognise that each person's situation is unique, multi-faceted and complex. They will take the time necessary to get to know people in the context of their disabilities, cultural background, communities, social networks, and past life experiences (including the impact of trauma on forming effective relationships)

Feedback

We value your feedback and welcome both compliments and areas for development. [You can send us feedback through our website](#). If you have any concerns about any action or decision taken by Adult Social Services and Housing, you should initially talk to the person you normally talk to. You can also contact our complaints manager at:

Complaints Manager,
Adult Social Services and Housing,
Town Hall,
Walliscote Grove Road,
Weston super Mare,
BS23 1UJ

Telephone: 01275 882171

Email: complaints.manager@n-somerset.gov.uk

Complaints Manager, North Somerset Council, Town Hall, Weston-super-Mare,
BS23 1UJ

Accessibility

All North Somerset Council documents can also be made available in large print, audio, and other formats. Documents on our website can also be emailed to you as plain text files. Help is also available for people who require council information in languages other than English. Please email asshsstrategyandpolicyteam@n-somerset.gov.uk or ring 01934 888 888.

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