



Department
of Health &
Social Care

CARE



Ideas to make support better for adults in England

**A list of ideas and projects that we want councils to
work on to help people get better support**



**This is an easy read version of:
Accelerating Reform in Adult Social Care. October 2023**



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About this document

We are the government.



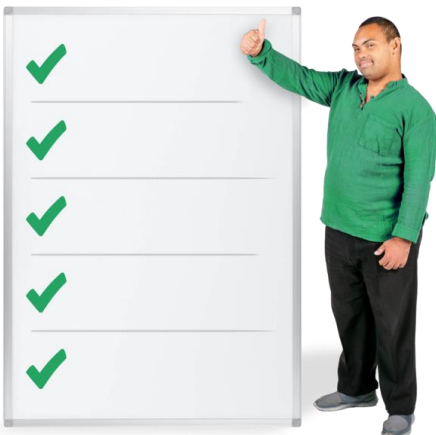
We are working to make support better for adults in England.



This is support that people can get to do important things like:

- Live at home.
- Cook food.
- Get washed and dressed.
- Find a job or do things they enjoy.

This support is called **adult social care**.



We made a list of ideas and projects that we think can make support better for adults in England.



We are giving local councils more money to help them make these ideas and projects happen.



This document has a list of 12 ideas that we want local councils to start working on first.

The list starts on the next page.

Councils can work on any of the ideas.



But some of their work will be about better support for unpaid carers.

These are people who help or look after a friend, a family member or a neighbour who needs extra support.

We will call them **carers** in this document.



We worked with many people to make the list. That includes people who get support and carers.

Councils should also work with local people and groups to make the ideas happen.

Helping people to choose their own support so they can live in the way they want.

Idea 1. Some people could live in other people's homes for a while to get the support they need.

For example, a person who needs support could live in someone's home for a short time or a long time.

They could get the support they need and learn new skills while they live there.

The home that the person moves to must be right for them and what they want.

This can help people who want support to live in the community with everyone else.

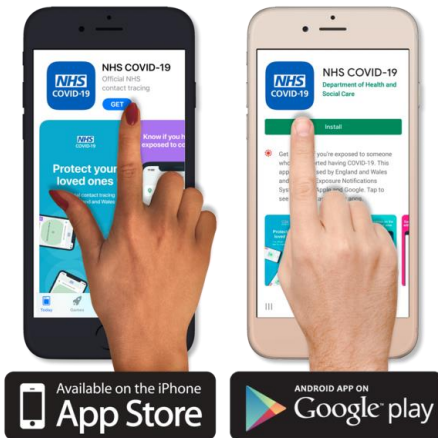
There are already projects that give people support like this. For example, a project called **Shared Lives**.



Idea 2. Using technology to help people choose the support they want.

Technology is things like:

- Apps that people can get on their mobile phones.
- Computers.
- The internet.



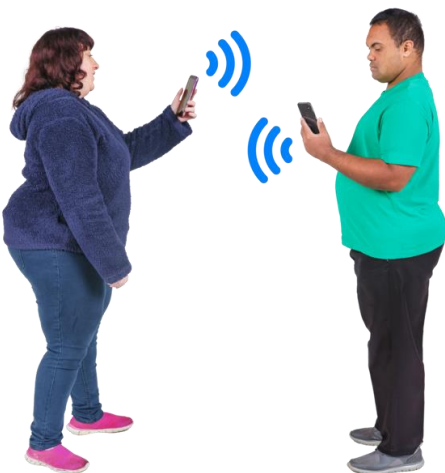
People could use the internet and mobile phone apps to do things like:

- Find out about support in their local area.
- Get advice about the support they need.
- Choose the support they want.

For example, there could be a new app for some people who want support.

The app will tell people about different support in their local area that might be right for them.

That means there should be more support for people to choose from.





Idea 3. Helping local people and groups to work together to give people the right support.

This can help people to have a happy and healthy life as they grow older.

There are already people working together like this in some local areas.

They support older people to:

- Feel safe and well.
- Do things they enjoy in the community.
- Get the healthcare and support they need. This can stop bigger problems later on.



Idea 4. Supporting carers to take breaks that work for them.

This could mean a carer having a rest from caring for someone else or doing something different with their time.

There are already some services that help carers to get breaks that work well for them.

For example, some carers might want breaks on certain days or at certain times.



Making sure that people can get really good support that works for them

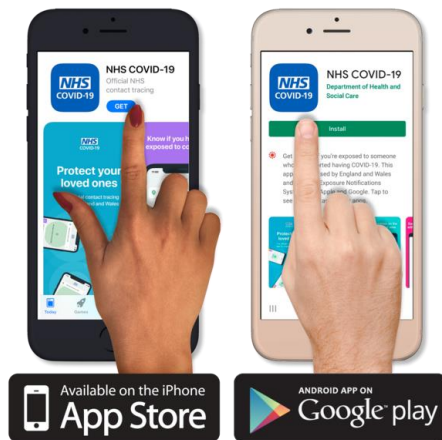
Idea 5. Using technology to find and keep the right support workers.

Support workers are paid to give people support.



Mobile phone apps can make it easier to find and keep the right support workers.

For example, support workers might know other people who might be good support workers.



Apps can help support workers to share information about jobs with other people they know.

Apps like this have already helped to get more support workers.



Idea 6. Helping to get more volunteers to give people support.

Volunteers give people support but do not get paid for it.

Volunteers are really important.

For example, volunteers in some places are helping people to leave hospital faster and to get the right support at home.

This means people leaving hospital do not have to worry about support when they get home.

Idea 7. Finding out what carers want. And checking how well that works.

Some services are already talking to carers.

They are finding out what carers need and what they want to change.

There are checks later on to see if carers have got the support they need.



Idea 8. Making sure that carers get the right support if the person they care for is leaving hospital.



Carers might need support if the person they care for is in hospital and will be going home soon.

Carers might also need support to know that they are a carer.



There are already services that talk to carers while the person they care for is still in hospital.

The services find out what carers need now.

Carers can also talk to services about what they need later on.

Making sure that support for adults is fair for everyone and easy to get



This means making sure that everyone can get the right support and information at the right time.

Idea 9. Using technology to see what support people might need and making sure they can get it.



Technology is things like computers, mobile phone apps and the internet.



For example, some projects already use technology to plan what support people might need now and in the future.

This can help organisations to know what support local people need and to plan how to make that happen.

It can help people to start new support for people in their local area if they need it.



Technology can also help people to find lots of different support in their local area.

Then they can choose what is right for them.

Idea 10. Helping people to get other kinds of support in their local area.

This support might include information, advice and new things to do in the community.

The support can help people to be healthy and to enjoy life.



For example, there are already projects that do things like:

- Support people to ask for benefits money or things they need to be safe at home.
- Support people with dementia to go to cafes where they can meet other people.
- Support disabled people to learn art and writing skills.



Idea 11. Having better ways to find out who is caring for other people.



There are some things that could help organisations to know who is caring for other people.

This can help carers to get the support they need more quickly.



For example, some staff could have training to help them know who carers are.

Carers could also have a document called a **Carer Passport**.

This shows that someone is a carer. It can also give carers money off some things.

The organisation can then talk to carers about the support they need and make sure they can get the support.



Idea 12. Helping carers to know that they are a carer.



Some carers might not know that they are a carer. That includes carers from some communities.

That means people might be caring for someone else without getting much support.

There are already some projects that try to find carers like that.

For example, one project works with people in different communities.

The project helps people to share information about carers and the support they can get.

There could also be people in each local area to help carers get the right support and information.





How to find out more

If you have an example of good support for adults in your local area you can email it to:

ASCInnovationImprovementUnit@dhsc.gov.uk



Making support better for adults in England

What we plan to do next from 2023 to 2025



This is an easy read version of: Next steps to put People at the Heart of Care. April 2023

The work in this document is part of our plan about making support better for adults in England.

The plan is called **Next steps to put People at the Heart of Care.**

The plan is on this website:

<https://tinyurl.com/Next-Steps-easy-read>



This is an Easy Read version of People at the Heart of Care: adult social care reform

Adult social care White Paper



We also have a plan about making support better for adults in England in the next 10 years.

The plan is called **People at the Heart of Care.**

It is on this website.

<https://tinyurl.com/People-at-the-Heart-of-Care>