

The Oxfordshire Way in Adult Social Care



The Oxfordshire Way in Adult Social Care

Our plan to help people in Oxfordshire live independent and healthy lives.

The Oxfordshire Way is all about putting people first and helping them in the best way possible so they can be independent and live well in their community.

This means helping people to use their own strengths and find good support that is close to home.

The Care Act 2014 requires the council to support adults with disabilities and long-term illnesses.

The Oxfordshire Way strategic approach will help the council to deliver this support and improve the quality and outcomes of services for people and their carers.

The Oxfordshire Way guides the service as we plan for the changing needs of our population. The strategy outlines the council's vision and desired outcomes for people who need care and support and explains how we will achieve these goals.

The Oxfordshire Way

Our commitments

This is the way we work with people, their families and our communities to deliver the Oxfordshire Way.



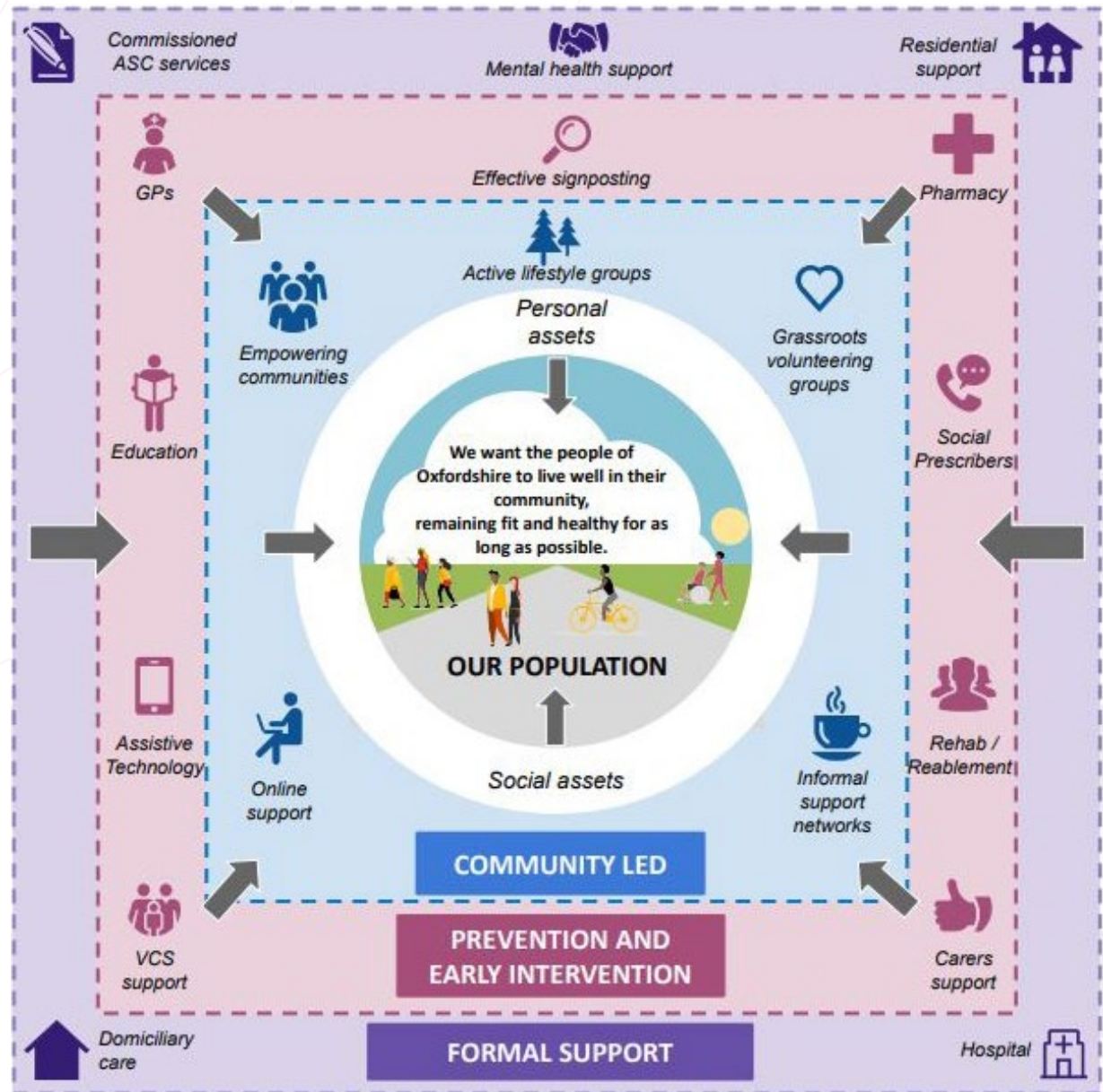
- We use strengths-based ways of working with people who need care and support. This means we focus on what people can do, not what they cannot, and help them find solutions that work for them.
- We improve support to carers and address their concerns and frustrations, working with partners to ensure that unpaid carers are valued and supported in living their lives to the fullest as set out in more detail in our All-age Unpaid Carers strategy.
- We encourage people to create and regain their informal networks and circles of support, staying connected to their interests and communities, as well as preserving relationships beyond their local area.
- We provide information and support to people who fund their own care, recognising that we need to maximise people's independence supporting them to live in their own communities for as long as they are able.
- We work together with people who use care and support, their families, and carers. We have co-production groups and forums, which help us to listen to people's views and experiences and involve them in shaping and improving services for people when they need them.
- We develop new services and partnerships to provide more choice and flexibility for people who need care and support, creating a flourishing network of support for people. For example, micro-enterprises supported by our partners Community Catalysts, and small voluntary sector organisations supported by our Connected Communities Fund.
- We are ambitious in harnessing technology in partnership with our residents and partners to improve wellbeing and promote independence.

The Oxfordshire way

The Oxfordshire Way represented as a diagram.

Our strategic approach aims to promote independence, helping people to stay well in their community, keeping fit and healthy for as long as possible.

We do this by supporting people to use their own personal strengths, and to find support in their local area, so that they can have a good life, with choice and control over what that means to them.



Case studies

Community

Working with communities to help people earlier. Empowering people to find trusted help and support locally from a range of sources.

Istvan enjoys electronics but was isolated and stayed indoors most of the time.

Istvan was introduced to a local repair café in his community where he volunteers to fix people's electronics. He has made new local friends which has helped to improve his wellbeing.

"I feel better as I have access to a range of local support that is helping me to live the life I want"

Initial contact

People experience personal and person-centred conversations which build on what they can do and develop support with them.

Dorothy has a diagnosis of Parkinsons, and was discharged from hospital following a Covid-19 infection.

During a six -week period of reablement support, our Occupational Therapists worked with **Dorothy** to achieve her goals, which included sleeping in her own bed and feeling confident to go out in the car with her husband.

"I was worried I would need to move out of home permanently as I needed so much help at first. I am amazed at the progress I've made."

Our support

People experience more joined-up support because of effective communication and coordination between providers and partner organisations.

Glenn works with Dementia Oxfordshire and has been involved in devising post-diagnostic education sessions for people who have recently had a diagnosis of dementia.

"People who know most about dementia are people with dementia. Four years down the road of my own dementia diagnosis, I think it helps someone still reeling from their diagnosis to hear from someone experiencing it."

Positive support

People experience positive person-centred support which is simple for them, allowing time to build relationships and offer innovative solutions.

Andrew was referred by Children's Social Care as he approached his birthday.

Andrew applied for a Direct Payment and chose to use this to arrange for support from a personal assistant to develop his interest in cookery, learning to prepare meals for himself and his family.

"As Andrew's mum, can I say how helpful and reassuring you have been. You quickly grasped what his requirements were and you have acted quickly and efficiently to put his Direct Payments in place. You have been fantastic"

Commissioning

People experience flexible and creative ways of arranging support which enable a balance between choice for the person we support, quality and value.

Brenda lives in an Extra Care Housing community, and moved in with her husband when they were no longer able to live at home. This option meant Brenda could draw on as much support as she needed to, with care available 24 hours a day if necessary.

"We do what we want, when we want. There's always someone to talk to. I love my flat - it's all sorted for safety, and I have my own front door. I'm near my family and they know I'm safe"

The Oxfordshire Way in greater depth

Since 2020, the Oxfordshire Way vision has guided how we help people to live fulfilling, healthy lives in Oxfordshire. Our focus is on putting people first, building on their strengths and finding creative ways to deliver support.

The Oxfordshire Way approach aims to promote independence, helping people to stay well in their community, keeping fit and healthy for as long as possible. We do this by supporting people to use their own personal strengths, and to find support in their local area, so that they can have a good life, with choice and control over what that means to them.

The Oxfordshire Way has a strong ethos of working with communities proactively, with a preventative approach. Where people need more support, we are expanding our range of **co-designed, community-based solutions**, creating places where people can be supported close to home without needing more formal care.

The Oxfordshire Way has shaped our operational delivery and our commissioning approach for three years.

Working with partners and communities, we have developed and tested new delivery models and commissioning approaches.



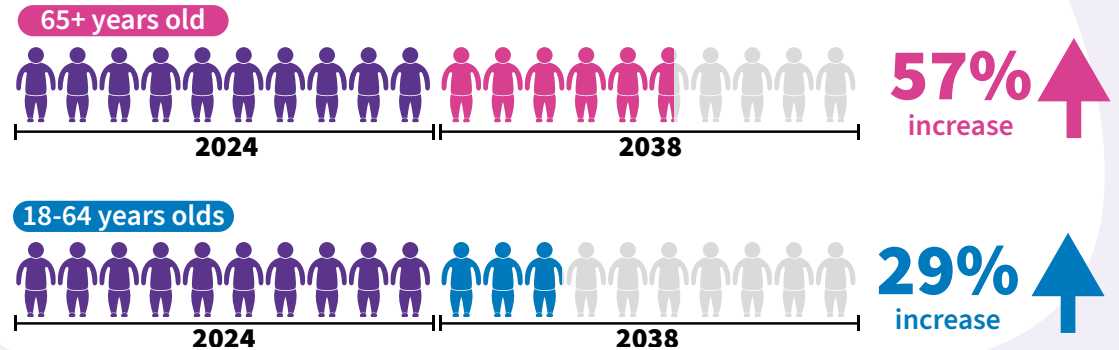
The strategic challenges are familiar, but different. Our opportunities have changed.

As we review the vision in 2024, to see how well it is working three years on, we want to work with our communities, and especially with experts by experience, to make sure that the voice of people who draw on care and support has equal influence in shaping the future Oxfordshire Way vision for adult social care in Oxfordshire.

Understanding the national context

Data from the The adult social care market in England.

Number of adults requiring care by 2038



Many people benefit from good care and support, which helps them live their lives in meaningful ways.

Every year, local authorities spend £16.5bn on adult social care, with a projected 90% increase by 2038 in costs of care for adults aged 18 to 64 and a 106% increase for over 65s.

More people are requiring more complex care and support, but the lack of long-term funding from central government is creating huge strain on local authorities.

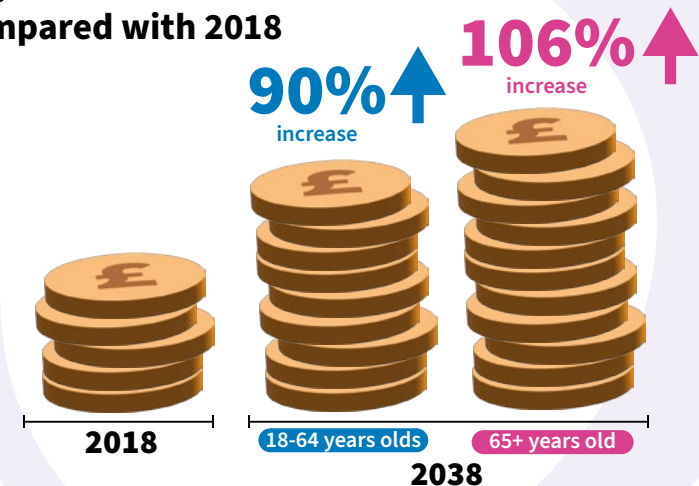
Across the country, councils are addressing these challenges by putting people at the heart of decisions around their care through person-centred, strengths-based practice.

The sector is working to foster inclusion and awareness of diversity, so that everyone has equal access to care.

As we keep moving towards unifying health and social care, systems are looking at how we use resources in the most efficient way and exploring possibilities offered by digital innovations, including assistive technology.

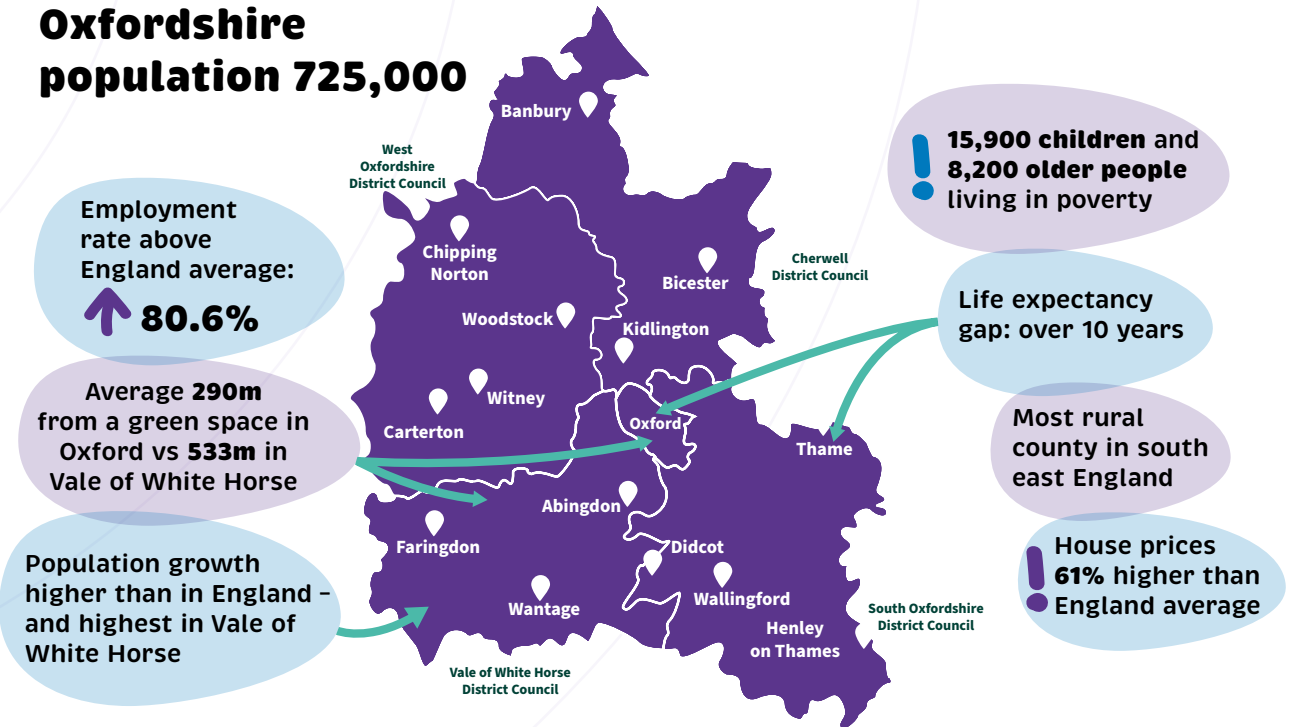
This work is supported by an understanding that communities have their own strengths and capacity and a shared aspiration to embrace initiatives that promote independence, choice and control.

Projected cost of care in 2038 compared with 2018



Understanding the Oxfordshire context

Oxfordshire population 725,000



Oxfordshire has around 725,300 residents, and our population is growing faster than elsewhere.

Between 2011 and 2021, the population grew by 10.9% compared to 6.6% in England (Census, 2021). Over this same period the number of people aged over 65 grew by 25%.

Looked at as a whole, health outcomes for the majority of our population are very positive, with life expectancy and healthy life expectancy in Oxfordshire significantly higher than national and regional averages for both males and females. Based on the Indices of Multiple Deprivation (IMD 2019), Oxfordshire was ranked the 10th least deprived of 151 upper-tier local authorities in England.

For some of our population, however, the story is very different.

Oxfordshire's Health and Wellbeing Strategy describes wide inequalities in health and wellbeing despite Oxfordshire's relative affluence.

The data shows that men living in the more affluent areas of the county are expected to live around 11 years longer than those in poorer areas.

Women living in the more affluent areas of the county are expected to live around 12 years longer than those in poorer areas.

COVID-19 had a disproportionate impact on ethnic minority communities and those with disabilities. Mortality rates from COVID-19 in the most deprived areas were more than double the least deprived areas.

Understanding the national context

The rurality of our county impacts on residents' ability to connect with their communities as well as health and care services.

House prices are continuing to increase, and the cost of renting remains well above average.

Even before the cost-of-living crisis, rates of fuel poverty were already increasing between 2019 and 2020. Two thirds of households that are classified as "fuel poor" were in rural areas.

The council aims for prosperity across all neighbourhoods, and is currently exploring how local infrastructure and resources can be harnessed as key drivers of health and wellbeing through a community wealth building approach.

By confronting underlying issues of inequality and deprivation, Oxfordshire strives to foster a thriving and equitable community where all residents can flourish.



Adult Social Care in Oxfordshire:

What we do well, and areas for improvement

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The framework helps us to plan, improve and be more transparent and accountable for our services.

The framework was revised last year (2023/24) and looks at our performance across 26 measures grouped into six themes:

1. Quality of life
2. Independence
3. Empowerment
4. Safety
5. Social connections
6. Continuity and quality of care

We know Oxfordshire's most up to date scores for last year (2023/24) but will not know the national figures till October 2024. So, we can see how performance has changed locally in the last year and how it compares to the last published national figures (2022/23).

Overall, we are performing well. Areas of strength include the quality of our services; people say they positively impact their lives and satisfaction is high.

We support more adults at home and fewer people need to be placed into permanent care home placements.

People find it easy to access information and more people are supported through a direct payment that allows them to purchase their own care than in other areas of the country.

More people who use services feel safe, and where we undertake safeguarding enquiries, risk is reduced or removed.

More people locally report they have as much social contact as they like than elsewhere.

Areas for improvement include the support available for family and friends who are unpaid carers for people.

We are focused on improving carer satisfaction and quality of life, and involving family and friends in discussions about the person they care for.

We also need to ensure that we continue to improve the effectiveness of our short-term services such as reablement so that fewer people who need this service go on to need long term care.

Areas of focus for improvement and development

We are proud of what we do well, but we also strive to improve.



These priorities will guide us to ensure that we make a positive difference to people's lives

- 1** Prioritise the person, their families and carers; make sure that they feel heard and are involved in making choices about their care and support, and to influence future services.
- 2** Reduce the waiting times for assessment and financial assessment, focusing on people who are at risk of harm and/or abuse.
- 3** Continue to focus on attracting, recruiting and retaining our care workforce.
- 4** Make it easier to access information and support through different channels
- 5** Apply co-production and equality, diversity and inclusion more consistently
- 6** Work with the market to improve local provision and support, continuing to develop new commissioning frameworks to support more people to stay in their own home
- 7** Improve housing options for adults with complex long-term conditions
- 8** Use data better to measure what matters and to enable us to plan ahead
- 9** Use digital technology to enhance people's outcomes as well as the workforce

Alignment with other strategic plans

The Oxfordshire Way approach is linked with several other strategies that support the ongoing progress of the council.



The council's wider **Strategic Plan for 2023–2025** outlines the vision to lead positive change by collaborating to make Oxfordshire a greener, fairer and healthier county, with nine shared priorities agreed to ensure that everyone in Oxfordshire can benefit from what the county provides.



The Integrated Care Board's strategy for Buckinghamshire, Oxfordshire, and Berkshire West explains how, as a partnership, we are dedicated to working together to enhance health and wellbeing across our area.

We are proud of our **strong partnership working with system partners**, with an extensive joint budget of over £500 million between social care and our NHS partners in the Oxfordshire Place.