

# **THE SUPPORTED LIVING AND AGEING WELL STRATEGY (SLAWS) CONSULTATION**

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Summary Leaflet

# 1 OVERVIEW

To meet the care and support needs of all adult (18+) islanders, there is a pressing need to change the way in which our care and support services are delivered, organised and funded.

The Supported Living and Ageing Well Strategy (SLAWS) seeks to answer three key questions:

- > What care and support services are needed?
- > Who should provide them?
- > How should they be funded?

A detailed consultation document has been issued. It sets out a number of options that could be considered before proposals and recommendations are put to the States Assembly. We want your views to inform what those proposals and recommendations might be.

Issues and questions are set out in the consultation document under the following headings:

## **Change**

What are the social, technological and environmental changes we need to respond to?

## **The role of the public sector**

What should its role be in the provision of care and support services?

## **The delivery of services**

Is there a different way to deliver services which can improve them?

## **The range of services**

How do we ensure that the right services are provided, and that they are organised effectively?

## **Our attitudes and expectations**

How do we as a community need to change the way that we think about care, disability and ageing?

## **Planning for the future**

How do we ensure that the services our community needs can be funded in the future?

## **2 WHY DO WE NEED A SUPPORTED LIVING AND AGEING WELL STRATEGY?**

The good news is that as a community more people are living longer. For example, the number of people over 85 is expected to more than triple by 2050. As a result the proportion of people on the islands accessing care and support services is expected to increase whilst the number of people working is expected to decrease. This means that the cost of services will increase whilst the funds available to pay for them will decrease. The system has to change what is delivered, how it is delivered and how it is funded in order to make it operationally and financially sustainable.

There is currently a range of services in Guernsey which support people with enduring care and support needs. Services range from those supporting people with low needs who mostly take care of themselves, to people with complex or challenging needs who can't be cared for in Guernsey and are offered specialist residential placements off-island. In order for this range of services to be experienced as a 'continuum of care' in the future, we need to make sure that there are no gaps in provision and that services work together centred around the person with care needs. Given our changing community, the current level of services are not financially sustainable unless we look at the delivery, organisation and funding of those services.



### 3 WHAT IS THE OBJECTIVE OF THE STRATEGY?

The Strategy aims to address adult Islanders' enduring care, support and supported accommodation needs by looking at the services and funding arrangements provided to them. This takes into consideration all services and funding provision from those provided to people who are cared for by their families and friends (such as respite care services, Severe Disability Benefit and Carers' Allowance); through supported living options, such as extra-care housing developments and residential and nursing care services; to specialist and hospital care and long-term off-island placements. The Strategy will also include consideration of services in Alderney.

The development of this Strategy provides us with an opportunity to review not only how to finance care and support going forward but also to rethink how care and support are provided - and by whom – in order to ensure that the right range of services are available from the right organisations to support people to maximise their health and wellbeing.

It is clear that providing for our population's care and support needs in the future will not be a task for the government to achieve alone. Third sector organisations will have an important role to play – that is community, voluntary and charity organisations as well as not-for-profit or social enterprise

organisations who might be substantial care providers. This will be a clear practical demonstration of the third sector compact that the Policy Council signed last year with the Association of Guernsey Charities.

The private sector will have a part to play as well. So too will those many people in our community who directly care for and support their family members, and who themselves need to be supported. Recognising that this is a joint effort is important to move the Strategy forward.

#### The Strategy should:

- > Promote, improve and protect individual's health, wellbeing and dignity
- > Ensure there are opportunities for independence and choice
- > Enable fair access to appropriate care and support and suitable housing
- > Establish a partnership culture whereby the public, private and third sectors, service users and their carers can each contribute to service delivery and developments and share information appropriately
- > Have regard to affordability and financial viability for the funders, providers and recipients of care and support services
- > Ensure that service provision and funding options are sustainable in the medium and long term
- > Ensure safe, quality care and ensure standards through appropriate regulation

## 4 WHY RESPOND?

Many of you have first-hand experience of using care and support services or play an important part in supporting those with care and support needs in our community, and are therefore well aware of the benefits and challenges of how current services operate and are funded. Drawing on your valuable experience, we are keen to hear your views so that we can take them into account as we develop the Strategy for the States Assembly to consider early in 2016.

No decisions will be made on the options in the consultation until the consultation is closed and responses have been analysed. Your input can influence the direction the Strategy will take. It is possible that some of the subjects discussed in the consultation document will not be proposed to the States Assembly in the form outlined in the document or, indeed, at all.

**With your input, we will be able to take the first steps together towards creating a sustainable care and support system for Guernsey and Alderney.**

## 5 WHAT HAPPENS AFTER THE CONSULTATION?

The consultation document summarises some of the key issues currently under discussion and invites you to comment, share your experiences or provide evidence. This will help to inform an initial 'strategic framework' Policy Letter for the States Assembly to consider. This Policy Letter will outline an overall strategic vision which can be achieved in phases, with some immediate changes and other changes which will take some time to further develop and implement. It is likely that there will be further more in-depth consultation on aspects of this Strategy once the direction and principles have been approved by the States. This consultation, then, is about the next stage of the process.



## 6 CARE AND SUPPORT IN GUERNSEY

The range spans from services for people with relatively low needs up to services for people with very complex needs. The system is extensive with many relationships between different services and this section cannot aim to cover them all, but rather provides some of the key facts about the key services.

Many people are able to manage their long-term conditions themselves without support; others, however, may need help with transport, housework, paperwork, food preparation, personal care (e.g. bathing, eating, or getting out of bed in the morning), may need support to go out or may simply need someone to talk to. We estimate that 2,000 people are currently receiving care and support services or funding from the public sector.

For some people changes can be made to their environment which will reduce the support that they need – for example, for someone who owns a two storey house but then finds that they need a wheelchair, adapted housing might mean that they can continue to live independently.

The total cost to the States of providing all these services is estimated to be over £48m in running costs per year. Of the £48m identified, over half the costs are met by HSSD through its General Revenue Budget (i.e. tax income). The Long Term Care Insurance Fund (funded via Social Security contributions) accounts for around a third of total expenditure. When considering matters of funding it is, therefore, important to look at the ‘whole-system’ cost.



## **7 CONSULTATION AREAS - A VERY BRIEF SUMMARY**

The consultation sets out specific areas where we would like to hear your views, experience and expertise. There are almost 60 questions where we are seeking your views – you can answer all of them, or just the ones that you wish to. The questions relate to the following areas.

### **Change**

It will be important for the States to monitor and respond to population, financial, societal and technological changes on an ongoing basis. This will require a commitment to develop our data systems, in order to have readily available, up-to-date data to plan for the future and to monitor the effectiveness of services and any changes made to their delivery. We need to understand the changes and how they will affect us.

### **The role of the public sector in the provision of care and support services.**

The States needs to develop a strategic planning role which would involve:

- > Monitoring the number of people in need of care and support, the availability of care and support services,

the quality and safety of care, and people's satisfaction with the care and support they receive

- > Actively supporting the development of appropriate services
- > Coordinating care across the private, public and third sectors and making sure that referrals and links between services work effectively
- > Ensuring information is available so that people can find support when they need it and make informed choices
- > Broadening and developing regulation of all services within the care sector
- > Preventing needs from increasing through health promotion and the promotion of positive attitudes towards disabled people and towards ageing
- > Ensuring strategic management of population, land and education to support growth in the care sector where needed

It is suggested that the States, in the long term, should focus on more specialised services and that more general services should be provided by third sector or private sector organisations as their capacity to provide services develops.

## A different way to deliver services

The system needs to be built in such a way that it is centred around the person with care or support needs, so that they have opportunities for choice and so that ways of working are seamless and support their wellbeing.

There is a need for Guernsey to develop a more person-centred system of care and support. The following components have been identified as key to delivering such a system:

- > A primary care foundation which is involved in coordinating care, signposting and ongoing support of patients
- > Flexible services which follow people and can support people both in hospital and at home after they leave hospital, as well as developed community services
- > Greater integration of mental and physical health services
- > A coordinated system of services working together and using single assessments as well as separate assessments for carers
- > A system which supports choice and where the services and funding available do not unnecessarily restrict people's choices

## The range of services

As well as considering the structure of services and how they work together, we also need to consider the range of services available and whether there are gaps where needs are not met. Four service gaps have been highlighted as being priorities for action. These are:

1. The need to develop adult mental health and dementia services
2. The need to develop support for people who care for their family members or friends (informal carers)
3. The need for more respite care provision (services which care for someone on a temporary basis whilst their family carer has a break or attends to other responsibilities)
4. Gaps in the provision of 'housing with care' (which covers care homes but also other supported housing contexts with onsite staff, like extra-care housing)

## Changing the way we think about care, disability and ageing

To some extent expectations shape the way in which we, as a community, approach care, disability and ageing. Arguably, part of the role of the Strategy should be to challenge some



of the unhelpful ‘norms’ and stereotypes which could restrict peoples’ options and expectations.

Whilst meaningful activity is important for everyone, younger disabled adults in particular may also need support to participate in some of the fundamentals of working-age life, such as working or raising children. There are also dangers in stereotyping people with care and support needs – by suggesting that they are a ‘burden’, cannot contribute to society, shouldn’t expect to be able to leave their residential care or participate in society, that they should be grateful for what services they receive. If people with care needs living on their own in the community are isolated or people in care homes are not expected to be interested in, for example, doing exercise, going out to town or using the internet, then there is a risk services will not be provided to them which could support their mental and physical health.

Associated with these discussions are concerns about ageism and discrimination against people with disabilities. This might, for example, be in the form of opinions about what kinds of activity are appropriate for a person of a certain age or a person with disabilities, or opinions about what relationships they should or shouldn’t form. The Disability and Inclusion Strategy is already undertaking work to address discrimination against disabled people. Ageism, however, is not currently being addressed.

## **8 HOW IS CARE AND SUPPORT PAID FOR?**

Providing care and support can be very expensive. Increasingly, more people are living many years with complex and multiple health conditions and as people develop multiple long-term conditions so the costs of their care and support rise.

At the same time our community is changing – the balance between the number of people who are of working age and the number of people who are not is shifting. The way that we fund and deliver public services needs to adapt if it is to be sustainable in the long-term. If it doesn’t the time is fast approaching when the States will struggle to provide essential public services and support those in greatest need.

In order to make the future provision of care and support sustainable, the Strategy needs to incorporate ideas about funding. It is critical that we find a sustainable way to make sure everyone can receive the care and support that they need.

There are essentially three broad ways in which the needs of an increased number of people can be funded, and all need to be seriously considered to address the challenges we face:

- > Reducing the cost of care delivery, for example through prevention of needs escalating or through technological innovation
- > Increasing the level of public funds available by raising taxes or increasing Social Security contributions
- > Increasing the amount of money care recipients or others contribute towards the cost of care where they can afford to do so

Other issues to consider include giving people more influence over how money spent on their care is used; compensating informal carers; addressing additional costs associated with living with a disability; and working with the third sector to make the most of their resources.



## **9 WORKING PARTY MEMBERS**

- > **Deputy Peter Harwood,**  
Chair of the Supported Living and Ageing Well Strategy
- > **Deputy Hunter Adam**  
(Treasury and Resources Department)
- > **Deputy Sandra James**  
(Social Security Department)
- > **Deputy Michelle Le Clerc**  
(Health and Social Services Department)
- > **Deputy Paul Le Pelley**  
(Housing Department)

**Copies of the full consultation (including large print versions) can be obtained from [slaws@gov.gg](mailto:slaws@gov.gg) or by calling 717000. The consultation can be filled in online at [www.gov.gg/slaws](http://www.gov.gg/slaws).**









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