

Rhondda Cynon Taf - Adult Social Care Strategy 2024-2030



1. Introduction

Welcome to our Adult Social Care Strategy that sets out our vision and priorities until 2030, and the outcomes we expect to achieve, alongside our partners and stakeholders and on behalf of the residents of Rhondda Cynon Taf .

This strategy is developed with reference to [Working with Our Communities' the Council's Corporate Plan \(2024/30\)](#) and aligns particularly to the Council's wellbeing objectives for People and Communities - Supporting and empowering Rhondda Cynon Taf residents and communities to live safe, healthy and fulfilling lives.

As is the case for the Council's Corporate Plan, Adult Services is committed not just to make improvements for people accessing its services today but also has a responsibility to make sure our offer is fit to continue to support people with eligible needs live a good life in the future.

This strategy provides the framework that will guide and shape what we do, direct how and where we allocate our resources, manage, and mitigate strategic risks and inform how we train and develop our staff and support our Councillors to meet the current and future challenges.

These challenges mean we have to look to do things differently and change our service model to focus our adult social care resource where we can achieve the best outcomes for people.

Challenges we are facing:

The growing vulnerability and complexity of need across our population, many of whom may experience poor health with complex care and support needs.

The inequalities in health, education, work and life chances.

The need to balance the competing needs and expectations of our population against the reality of reducing financial settlements for the Council.

Managing the rising costs of care, associated with the wider cost of living increases, and the growing recognition of the social care workforce.

Maintaining a recognised, motivated, skilled and flexible workforce that can help us to deliver excellent services to meet growing demand with optimism and ambition.

Working in partnership with a wide variety of stakeholders to enhance the efficiency and quality of the support options available for people.

The requirement to meet the Legislative and Regulatory requirements that govern our work including specifically for adult services.

Neil Elliott

Director of Social Services

Sian Nowell

Director of Adult Services

Our model in summary will be to:

Encourage people to help themselves

We will encourage and empower people to keep well and do as much for themselves as possible, for as long as possible, using their own personal strengths and resources as well as the assets they have around them either from family, friends or their community. This will include sometimes intervening at an early stage to avoid or reduce an escalation of need.

Support people when they need it

We will work with people with good quality and intensive interventions to help them reach their optimum level of independence. Mostly this will require a short-term period of direct care and support but we will also explore how the use of equipment and technology can enhance people's ability to reduce their reliance on others.

Support people to live a good life

For those people who have eligible needs that require longer term care and support we will commission services that are focussed on achieving what matters to the person and designed to restore, enhance and maintain their independence. We will in some situations deliver services directly or in partnership with our health service colleagues to meet the needs of people who are most vulnerable or who have the most complex needs.

2. Context

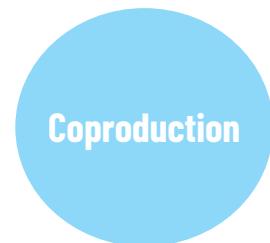
Adult social care is vital for individuals of all ages, including those with autism, learning disabilities, physical disabilities, mental health conditions like dementia, substance misuse, and other long-term conditions, as well as their unpaid carers.

People access adult care and support differently throughout their lives. This can range from lifelong assistance to sudden or gradual care needs at specific stages. Social care may be used briefly for regaining independence after hospital discharge or for long-term support.

Regardless of when or how individuals require adult social care, the purpose of our intervention is to enhance their well-being by enabling them to achieve what is important to them, with assistance that they could not manage without.

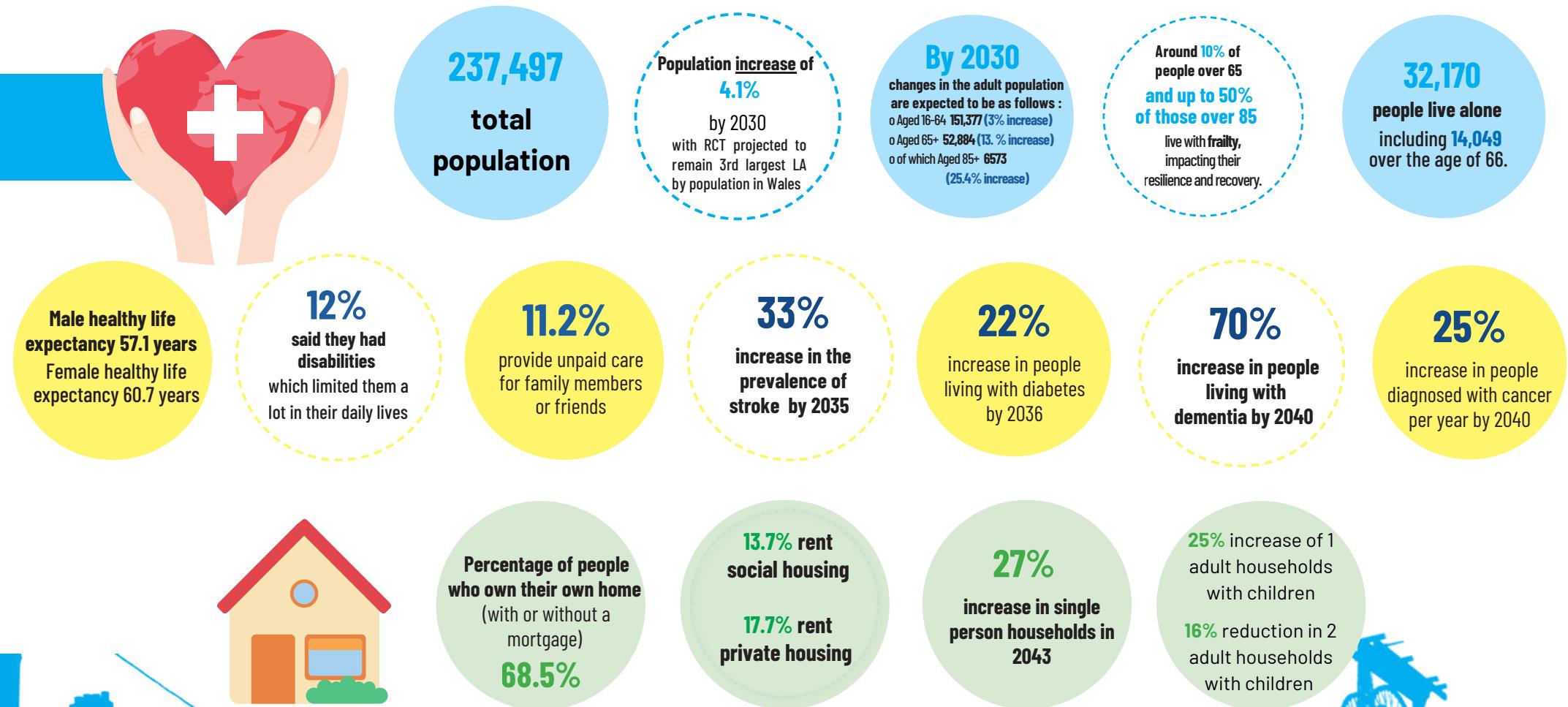
The Social Services and Wellbeing (Wales) Act 2014 sets out our responsibilities as a local authority for improving the wellbeing of people who need care and support, and unpaid carers who need support, and for transforming social services in Wales.

The fundamental principles of the Act are:



RCT Population Data

The population in Rhondda Cynon Taf, like the rest of the country, is undergoing changes. Find the latest overview on our RCT residents through our Corporate Plan 2024-2030 "Working with our Communities" on <https://rctcbc.moderngov.co.uk/documents/s46163/Appendix%20A.pdf?LLL=0>



A shift towards an integrated health and social care model is necessary.

Rhondda Cynon Taf faces above-average rates of multiple chronic conditions and below the Welsh average healthy life expectancy estimates.

We face a challenging Health and Wellbeing picture but have a positive history of collaboration with the NHS. To address the needs of an aging population with complex conditions, a further shift towards an integrated health and social care model is necessary.

Integrating health and social care benefits the population. A clear vision, values, and priorities for social care are essential for a strong social care voice within the Council.

Around **10% of people over 65**, and **up to 50% of those over 85**, live with frailty, impacting their resilience and recovery. The rising numbers of older individuals with complex care needs, like dementia, pose challenges for health and social care services.



3. Vision & Values

The Council's Vision for Adult Social Care is centered around:

- Emphasising equity, social justice, and respecting rights.
- Valuing individuals, their strengths and their potential.
- Recognising and empowering social work and care professionals.
- Involving people as partners in designing and delivering care services.
- Collaborating with partners to provide effective social care.
- Encouraging participation and connection in society.
- Ensuring communities benefit from quality social care.
- Creating inclusive spaces for all individuals in Rhondda Cynon Taf.
- Striving to make Rhondda Cynon Taf a great place for everyone, including those with care needs or unpaid carers.
- Focus on working with people and partners to enhance the community.

Our vision for adult social care in Rhondda Cynon Taf:

"Every person in Rhondda Cynon Taf that needs care and support is empowered to live in a place they can call home, with people important to them, in caring communities that look out for one another, doing things that matter to them".



Our values are key to the vision for Adult Social Care in Rhondda Cynon Taf as they define who we are, how we will work and what people should expect from adult social care in Rhondda Cynon Taf.



4. Our Outcomes

Our outcomes define what we are working to achieve for the people of Rhondda Cynon Taf to help them live their best life.

They give us a clear direction and help us to prioritise and evaluate the work that we do, to keep us on track. Getting these outcomes right means we will be supporting people to live healthy and fulfilled lives at home, for longer.

I can get information and advice that is accurate, up to date and provided in a way that I can understand.

I know about the activities, social groups, leisure and learning opportunities in my community, as well as the health and care services.

I feel welcome and safe in my local community and can join in community life and activities that are important to me.

I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health.

I have care and support that is coordinated, and everyone works well together and with me.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths, and personal goals.

When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place before change happens.

I can live the life I want and do the things that are important to me as independently as possible.

I feel safe and am supported to understand and manage any risks.

5. Our Priorities

We are committed to co-producing solutions with the people who use our services, and we will be working with people to determine how we deliver on these priorities.

We think this will put us in a strong position to deliver our vision for the people of Rhondda Cynon Taf.



Our 6 priorities for the next 5 years are:

1. We will connect people to their communities.

2. We will make it simpler and easier for people to be independent.

3. We will support people to have a safe place to live where they feel at home.

4. We want people to have a connected system of support.

5. We want people to benefit from a well-trained, engaged workforce.

6. We will continually improve the standards and sustainability of the service.

Priority 1: We will connect people to their communities

We will:

Use information to understand local needs better

Create resilient communities with partners

Provide accessible information to support healthy lifestyles

Adopt a person-centred, and strength-based approach at the front door to prevent an escalation into more formal care and support.

Support independence through community connections and employment

Value and support unpaid carers

Invest in digital technology and community equipment

Develop care alternatives and accessible housing

Support people to maintain their tenancies and provide tenancy-related support

Collaborate with health partners for proactive chronic condition management.



Priority 2: We will make it simpler and easier for people to be independent

We will:

Offer interventions to enable people living with changes in their physical, sensory or mental health, relearn skills, recover or adapt to new ways of managing their lives.

Work with individuals to find new ways of doing things for themselves so that they maximise choice and control over their lives.

Advise on equipment, adaptations and technology that individuals can use to reduce reliance on others and enhance independence, choice and control.

Work with partners and individuals to support the expansion of travel training opportunities.

Encourage all our providers to maintain an enabling approach to their care and support arrangements.

Promote direct payment options and improve the processes for doing so.

Work with young people and their families towards maximising their independence, drawing on young people's own aspirations and quality of life as part of 'preparing for adulthood' and effective transitional safeguarding.

Work with unpaid carers to consider a wider range of simple respite options in the community that can support a life alongside caring and enhance resilience.



Priority 3: We will support people to have a safe place to live where they feel at home

We will:

Enhance accommodation options for older people.

Work in partnership with our care providers to ensure sufficient residential and nursing placements in care homes.

Ensure care home capacity in the Borough meets population needs by collaborating with in-house and external providers to optimise available resources.

Provide support when needed for people with learning disabilities to live independently.

Ensure access to appropriate accommodation for people with complex needs alongside our NHS partners, for long or short periods during recovery.

When people recover their health and their ability to manage their own living arrangements is restored, support them to move into their own home.

Facilitate timely transitions to more suitable accommodation when health recovers and own living arrangement restored.

Maximise service resources for supported living with our supported living providers, whilst continuing to respect what matters.

Provide reliable respite care options for individuals and unpaid carers.



Priority 4: We want people to have a connected system of support.

We will:

Provide effective assessment services prioritising those in greatest need
Review care plans and balance workload efficiently
Conduct quality conversations with unpaid carers seeking support
Collaborate with Cwm Taff Morgannwg University Health Board for integrated community health and social care services and to support timely discharge
Work with Cwm Taf Morgannwg University Health Board to offer a joint community mental health and older persons mental health service for individuals in crisis, recovery, or with complex long-term needs.
Partner with Cwm Taf Morgannwg region and community safety partnership to provide substance misuse services for sustained recovery.
Partner with Swansea Bay University Health Board to offer a comprehensive learning disability assessment and treatment service for individuals with complex needs.
Partner with Children's Services to facilitate a positive transition for young people and parents/carers into Adult Services, supporting independence and autonomy.
Work with partners from the Cwm Taf Morgannwg Safeguarding Board to establish effective local safeguarding arrangements that identify risks early, prevent abuse and neglect, and help vulnerable individuals feel safe to pursue their goals.
Create strong partnerships with our new home care providers to enhance outcome-based services and prioritise personalised care delivery.
Supporting a healthy microenterprise market in the Borough to provide more opportunities for individuals to pursue their goals.
Encourage self-management of care through direct payments and provide support for confidence in pursuing this option.
Facilitate a wide range of daytime opportunities for people with eligible needs to reflect the diversity of abilities and aspirations aiming to connect people to their communities as far as possible, whilst also offering opportunities for people with complex needs.



Priority 5: We want people to benefit from a well-trained, engaged workforce.

We will:

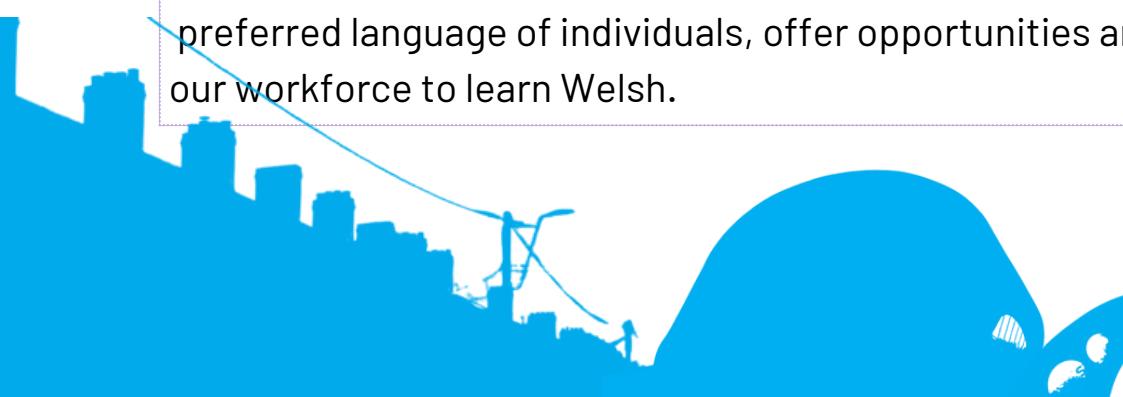
Deliver the Adult Social Care Workforce Strategy to support an engaged, healthy workforce. The strategy aims to attract and retain staff with the best values, promote seamless health and social care roles, build a digitally ready workforce, provide education opportunities, plan for succession, and ensure workforce capacity meets population demands.

In addition to the workforce strategy, a culture will be cultivated across all services, emphasising 'what matters' to people and promoting the importance of individuals' needs and promoting independence by using their existing strengths and resources.

Support staff to collaborate with health partners and the community to understand roles, strengths, and opportunities from increased integration.

Ensure staff receive leadership and training to support people positively regardless of background, age, ethnicity, disability, sex, sexual orientation, religion, or belief.

Ensure we fulfill our commitment to provide social care services in the preferred language of individuals, offer opportunities and support for our workforce to learn Welsh.



Priority 6: We will continually improve the standards and sustainability of the service.

We will:

Create a cultural change programme for Adult Services based on the Social Services and Well-being (Wales) Act 2014. The program will emphasise co-production, outcome-based approach, utilising strengths and community resources, enhancing independence, exploring new ideas and technology, and upholding organisational values.

Co-produce strategic commissioning to create care models based on local needs, best practices, and resources, ensuring quality, integrated, and sustainable services to provide people with the choices for a good life.

Establish effective systems in Adult Services for reliable data to support decision-making.

Ensure effective performance management systems are established to demonstrate achievement of prioritised outcomes and support areas needing additional assistance.

We will ensure effective leadership and management in our direct care services to meet regulatory standards. Effective contract management for commissioned services will also be a priority.

Ensure effective quality assurance frameworks are used by managers to support the service model and cultural change programme.

Enhance the organisational learning opportunities by examining all aspects of practice, including outcomes from representation, complaints, compliments, and stakeholder engagement.

Maintain a clear focus on our financial position, and continue to improve efficiency to ensure resources are focussed on people in greatest need and are sustainable.

Safeguard and protect adults at risk from abuse and neglect.





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