

The Future of Adult Social Care #ASCFuture



ALL PARTY
PARLIAMENTARY
GROUP ON ADULT
SOCIAL CARE

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Acknowledgements

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- The Baroness Greengross OBE – Co-Chair
- Rt Hon the Lord Hunt of Kings Heath OBE – Vice-Chair
- Professor the Baroness Hollins – Vice-Chair
- Baroness Grey-Thompson DBE – Vice-Chair
- Marsha de Cordova MP – Vice-Chair
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- Rt Hon Phillip Dunne MP – Officer
- Jamie Stone MP – Officer
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FOREWORD

#ASCFuture

The APPG on Adult Social Care is one of the newest APPGs in Parliament and launched its inquiry into the ‘Future of Adult Social Care’ - #ASCFuture - to look into the challenges facing the sector and the adult social care system, but also to look at the many opportunities ahead based on existing good practice and excellence in care and support. Our aim as a group is to use the APPG as a forum to create a vision as to what the future of adult social care could, and should look like — and to help deliver this.

There is no doubt there are many pressures on the adult social care system and every day the people who work in it are faced with tough and difficult decisions – but despite this, it is important not to lose sight of the huge difference social care providers and care and support staff make to help transform the lives of older people, working age disabled people and those with health conditions.

The responses to the inquiry revealed there are many examples of innovations in exciting new practices; investment in new technologies; a highly-skilled and committed workforce; and the involvement of people who rely on care and support in the co-production and design of services.

In these areas and many others there are undoubtedly a multitude of examples of excellent work that is already happening within the adult social care space. The APPG is eager to promote this good practice wherever appropriate and to work collaboratively with a range of different partners across the sector to achieve this aim.

We hope the publication of this report, the APPG’s future work programme and the involvement of parliamentarians from across all sides of the Houses of Commons and Lords, working collaboratively with a variety of stakeholders from across the adult social care sector, can make a positive difference to the debate about the ‘Future of Adult Social Care.’ We relish this opportunity to use the APPG to highlight the many challenges, identify the opportunities for change and the examples of best practice and scope for improvement. Together let’s help create that #ASCFuture.



Eleanor Smith MP – Labour (Wolverhampton South West)

David Warburton MP – Conservative (Somerton & Frome)

Baroness Greengross OBE – Crossbench Peer

The Co-Chairs of the APPG on Adult Social Care



ABOUT ADULT SOCIAL CARE

Background to the Adult Social Care Sector

The adult social care sector is estimated to contribute £38.5 billion per annum to the economy in England and despite the many challenges it faces, it continues to be robust and resilient and makes a huge and positive difference to older and working age disabled people every day.ⁱ

The sector has the capacity and enthusiasm to help drive significant changes in the future of the adult social care system, and the NHS Long Term Plan also provides many opportunities to achieve this change.

Undoubtedly, uncertainty on long term resource levels for adult social care means long term planning and investment decisions are incredibly difficult, yet despite this there continues to be examples of best practice and innovation.

Adult social care covers a wide range of activities which provide help, care and protection from harm for older people and adults who are disabled, and/or may have health conditions or mental health issues.ⁱⁱⁱ

Support is provided in various ways; including residential care, a care worker providing support in the home or a support worker who assists a person to maintain their independence. It can include assistance with tasks such as washing, taking medication and getting out of bed in the morning, or

assisting with shopping or undertaking leisure and pleasure activities such as going to the cinema or theatre.^{iv}

Adult social care services are not free at the point of use. Support can be paid for by local government, or through private funds or provided by the voluntary sector. There are also an estimated six million unpaid carers who work to support their family, friends or neighbours.^v

The social care workforce in England is even bigger than the NHS workforce: in 2018, the number of people working in adult social care was estimated at 1.47 million.^{vi}

Local government has the main responsibility for publically funded social care; in England this is under The Health and Social Care Act 2012 and The Care Act 2014.^{vii} Local councils provide information and advice, assess and monitor needs and finances, provide short-term support, safeguard vulnerable adults from abuse and neglect, and commission care from over 21,000 organisations.^{viii}

The ultimate goal of adult social care is to support older and disabled people to live with dignity, respect and independence.

ⁱ <https://www.skillsforcare.org.uk/About/News/News-Archive/Contribute-38-billion-to-English-economy.aspx>

ⁱⁱ The state of the adult social care sector and workforce in England, Skill for Care, September 2018, Pg.4

ⁱⁱⁱ <https://www.kingsfund.org.uk/projects/what-is-social-care>

^{iv} <https://www.kingsfund.org.uk/projects/what-is-social-care>

^v <https://www.kingsfund.org.uk/projects/what-is-social-care>

^{vi} <https://www.skillsforcare.org.uk/NMDS-SC-intelligence/Workforce-intelligence/documents/Size-of-the-adult-social-care-sector/Size-and-Structure.pdf>

^{vii} <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

^{viii} <https://www.kingsfund.org.uk/projects/what-is-social-care>; <https://www.skillsforcare.org.uk/NMDS-SC-intelligence/Workforce-intelligence/documents/Size-of-the-adult-social-care-sector/Size-and-Structure.pdf>

ABOUT THE APPG INQUIRY

The All-Party Parliamentary Group on Adult Social Care launched its inquiry into the future of adult social care in May 2019.

The aim of this inquiry was to collate information on the current state of adult social care services, as accessed by older and disabled people of working age, and to examine the value of adult social care services to local communities and individuals. This includes identifying some of the challenges, as well as examples of best practice and the many opportunities for the future. Despite many challenges across the country, many people who access adult social care, continue to receive good quality services and are content with the care and support they receive.

The inquiry consisted of an online survey which invited responses from people who use adult social care (or their family members), providers, commissioners, policy makers and others. Oral evidence sessions were also held, where a group of experts were invited to Parliament to present formal oral evidence. The oral evidence sessions included representatives from commissioners of services, organisations which provide services and individuals, or representatives of individuals who access adult social care services. An interview was also held with an organisation representing the views of care and support workers.

The inquiry welcomed the fact it received over 250 submissions of evidence, from individuals to organisations representing hundreds and in some cases thousands of individuals.

- The All-Party Parliamentary Group on Adult Social Care carried out an inquiry into the future of adult social care and listened to the views of, and engaged with a wide range of different stakeholders.
- Respondents included people who experience adult social care, social care providers, people working in the adult social care sector (including social workers, support workers, occupational therapists for example), commissioners, government representatives, charities and professional bodies.
- Submissions of evidence came from across the UK, with every region and nation being represented. The majority of respondents were from Yorkshire and the Humber, and the South East regions.
- This report is not designed to provide all of the answers to the challenges within adult social care. However, the inquiry will help the APPG for Adult Social Care in planning its future priorities of work and to gain a better understanding of the key challenges and opportunities that lie ahead for the future of adult social care. The APPG is committed to engaging with the wider adult social care sector to create a vision for the future of adult social care.

SUMMARY OF INQUIRY FINDINGS

- Of those who responded to the online survey, the breakdown of responses is as follows: 23.7% had a **personal experience** of receiving adult social care, either personally or through a family member. 19.8% of respondents **worked for an adult social care provider**, but not in a direct care or support role. 25.7% worked as a **care or support worker**, such as a Personal Assistant. The remainder of the respondents covered other roles in the health care sector such as occupational therapists, or were commissioners of services or worked in the formulation of policy for example.
- When asked about the top three improvements needed to make a real difference to adult social care across the country, unsurprisingly **increased funding** was by far the most popular improvement. This was followed by a **stronger focus on social care as an enabler to support people to live more independently, and involving more people with experience of adult social care** in the design of social care services.
- Respondents felt that adult social care **makes a difference** to people's lives, with an average score of 7.6/10, indicating that adult social care has the capacity to make a transformative and substantial impact.
- The majority of respondents feel that the **perceptions about the status of the profession (71%) and low pay (72%)** are the major reasons people are deterred from a career in social care.
- The average score for the **media's portrayal** of adult social care being accurate was 3.3/10 – with 1 extremely inaccurate and 10 accurate, suggesting that some of the perceptions of adult social care in the media may not always reflect the reality.
- The average score for the **potential of new technology** to help revolutionise the way adult social care is delivered was 5.3/10, suggesting that full integration and adoption of new technologies to the sector remains challenging.
- The average score for the issue of how **rewarding** it is to work in adult social care was 7.1/10, suggesting that those currently working in the sector find it fulfilling.

THE CURRENT ADULT SOCIAL CARE LANDSCAPE – CHALLENGES

The key themes which have emerged from the evidence received by the inquiry covered a range of areas, which collectively make an impact on many of the everyday challenges faced by the adult social care sector. However, these are combined with many opportunities and it is important to recognise and appreciate the substantial positive impact the adult social care sector continues to make every day to millions of people in the UK. The NHS Long Term Plan also creates many opportunities for joined up care in the community, but the ambitions of the plan will require additional resources if these are to be delivered.

While these challenges sometimes make it difficult to plan for the long term, the inquiry has highlighted the determination of the adult social care sector to provide leadership to build on good practice and to create an ambitious future. The inquiry has highlighted the extent to which the sector is already embracing many of these challenges, and its capacity to deliver innovation and meaningful change to people who receive care and support, despite some of the challenges it faces.

Securing Sustainable Funding - Securing sustainable funding for the adult social care system is vitally important to meet the many challenges it faces, drive further innovation and develop models of best practice. Positive demographic changes – such as an aging population and longer life expectancy, combined with the expectations of working age disabled adults - mean the adult social care system will need the resources required to meet the demands placed upon it and deliver on the ambitions of those who receive care. Even in a period of uncertainty and with many financial pressures, the adult social care sector has proven to be a very resilient and adaptable sector, and continues to innovate and pioneer new

ways of thinking in the delivery of personalised support and specialist services.

A Clear Policy Framework – Uncertainty as to the publication of the Government's Green Paper on the reform of the adult social care system has led to further uncertainty as to what the long term might look like. Commissioners and the wider adult social care sector would welcome its publication and a clearer national policy framework, and the difference this could make in terms of better planning for the future and the impact on the resources available to deliver for local communities.

Parity of Esteem - The social care sector employs as many people as the NHS, around 1.47 million^{ix}; yet despite this, the sector does not receive the recognition it deserves. Respondents to the inquiry stated that in order for genuine parity of esteem, significant steps need to be made to ensure that adult social care receives the same status and respect as that of health. Further to this, numerous submissions of evidence highlighted the disparity between funding for training and workforce leadership seen in the budgets for Health Education England (HEE) and Skills for Care.

Establishing Common Ground - A clear policy position on plans to ensure we have a thriving and sustainable social care system must be encouraged, with clarity on how this position will be developed and implemented and engagement with key stakeholders from the adult social care sector. This must consider balancing funding between public health, prevention, social care and health. There should be an encouragement of efforts to establish a shared political consensus, with the adult social care system playing its role to help achieve this consensus.

ix The state of the adult social care sector and workforce in England, Skill for Care, September 2018, Pg.4

Building On Progress To Create A More Personalised System – There is a great deal of enthusiasm among those who depend on adult social care on the impact of receiving personalised care - for example in the form of Personal Budgets or Direct Payments - and for the opportunities they can create to empower people, so they can take more decisions about their lives. Personalised care makes a big impact for older people who receive adult social care – including for those living at home, in care homes or supported living – and no care setting should be a barrier to achieving this goal.

Creating a Culture For The Integration of Services - It is clear that in realising the vision of a fully integrated health and social care system, there remains scope to do things differently, but the example of the Greater Manchester area highlights some of the prospects to build on in future. Respondents to the inquiry stressed the importance of achieving this, and the incentives already proven to work to help foster greater collaboration between health and social care, and the many advantages for those who receive care when it is achieved. By considering the aspirations and expectations of people in the whole – the integration of health and the adult social care system – acts as an enabler for people to live fulfilling and independent lives, in other spheres such as housing, leisure work and life-long learning, among many others. Integration of services in the whole, and its impact on the quality of peoples' lives can extend beyond the areas of health and adult social care system.

Addressing Unmet Need – Adult Social Care transforms the lives of millions of people every day and the prevalence of unmet need, leads to additional pressures and responsibilities on informal and family carers. Often the provision of what may be regarded as relatively modest levels of adult social care can have

many positive benefits for the individuals concerned, reducing the likelihood of people facing a crisis situation and offering better value for the public purse in the longer term. For example, a few hours of home support, combined with the engagement of local voluntary organisations, can help to maintain independence and improve the overall well-being and mental health of older people and prevent loneliness.

Valuing the Workforce – The adult social care workforce is highly-skilled, adaptable and highly effective at establishing positive and rewarding relationships with the older and working age disabled adults who they care and support. However, there remains many vacancies in the workforce and it is important that those who work in the adult social care system are valued and appreciated by wider society for their contribution and receive the same recognition and respect as others who work in the health sector, such as NHS nurses for example. Around 390,000 people leave their jobs in adult social care every year, and there are approximately 110,000 vacancies at any one time. The impact of a more appreciative society of the value and contribution of the adult social care workforce – including its portrayal in some elements of the media – could help to address some of these issues.

The average score for the media's portrayal of adult social care being accurate was 3.3/10 – with 1 being extremely inaccurate and 10 accurate, suggesting that some of the perceptions of adult social care in the media may not always reflect the reality. These perceptions will have an impact on people considering a career in the sector. The majority of respondents feel that the perceptions about the status of the profession (71%) and low pay (72%) are the major reasons people are deterred from a career in adult social care.

EXAMPLES OF GOOD PRACTICE

The following case studies are among the many examples of good practice that were submitted to the inquiry - there are many more examples which the APPG will promote as part of its ongoing work into the future of adult social care.

CASE STUDY: “The Lightbulb Project”

The Lightbulb Project in Leicestershire brings together County and District Councils and other local partners to help people stay safe and keep well in their homes for as long as possible.^x The approach is targeted and proactive and includes GPs and other health/care professionals.^{xi} It relies on early assessment and triage of housing issues at key points of entry.^{xiii} This is delivered through a ‘hub and spoke’ model with an integrated Locality Lightbulb Team in each district offering services including minor adaptations and equipment, wider housing support needs (warmth, energy and home security), housing related health and wellbeing and planning for housing options in the future.^{xiii}

As well as supporting people in their own homes, Lightbulb includes a Hospital Housing Enabler Team

based in hospital settings across Leicestershire.^{xiv} The team work with patients and hospital staff to identify and resolve housing issues that are a potential barrier to timely discharge and also provide low level support to assist with the transition home from hospital to help prevent readmissions.^{xv}

To monitor Lightbulb’s impact, 11% of cases have been analysed using the NHS number and PI’s Care and Health Trak tool.^{xvi} The service has reduced Delayed Transfers of Care, A&E attendance and adult social care costs.^{xvii} In addition to other outcomes, service users have also reported feeling safer and more confident around the home.^{xviii}

The APPG would like to see further integration of services at a local level, as exemplified by this case study.

x <https://www.housinglin.org.uk/Topics/type/The-Lightbulb-Project-Switched-on-to-integration-in-Leicestershire/>
xi Ibid
xii Ibid
xiii Ibid
xiv Ibid
xv Ibid
xvi Ibid
xvii Ibid
xviii Ibid

CASE STUDY: “Safe and Sound Service”

Safe and Sound is part of Bradford Council’s Adult and Community Services.^{xix} It puts users in contact with a response team if anything should happen at home, such as a fall.^{xx} The service is available 24 hours a day, 7 days a week, 365 days a year and is

available to anyone who is assessed as needing help to feel safer, more protected and independent in their home.^{xxi} This includes people with dementia, people who have just come out of hospital and people who are struggling with frailty or illness.^{xxii}

CASE STUDY: “Enablement at Home”

Kent County Council’s Enablement at Home is a short term service which helps people do more for themselves at home.^{xxiii} It works to build the confidence by helping users to learn or re-learn skills that made them feel safe and happy.^{xxiv} Amongst other things, enablement can help with guidance on preparing meals following a change in circumstances. It can help to reconnect users to

social activities and help to identify equipment that could facilitate independent living.^{xxv}

KEaH has produced great outcomes for the community. There has been a reduction in the number of care packages required and 83% of people who have gone through the service are subsequently able to live independently.^{xxvi}

The APPG would like to see more locally-led initiatives which help facilitate independent living and ease pressure on the NHS and ambulance services.

xix <https://www.bradford.gov.uk/adult-social-care/finding-support-for-yourself/safe-and-sound/>

xx Ibid

xxi Ibid

xxii Ibid

xxiii <https://www.kent.gov.uk/social-care-and-health/care-and-support/help-to-live-at-home/carers-and-assistants/enablement>

xxiv Ibid

xxv Ibid

xxvi <http://3clw1r2joesnitg2ng3xziww.wpengine.netdna-cdn.com/wp-content/uploads/2017/07/LLSM-Phase-II-England-16pp.pdf>

CASE STUDY: “Stepping Stones”

Stepping Stones in Reading provides personalised day services for adults with learning disabilities. It gives often isolated adults with supported living or from residential homes a chance to meet others for a positive reason, accepts different levels of need and supports them by creating tailored classes. The staff are highly qualified with a variety of backgrounds and specialist skills ranging from art to music and

drama. The group classes and 1-1 sessions available at Stepping Stones are constantly evolving to reflect the interests and needs of service users.

“It has talented staff who can provide a more specialised support than the support workers who deal with day -to-day life.” (inquiry respondent)

The APPG would like to see greater personalisation in the adult social care sector, with initiatives tailored towards individual interests and needs.

CASE STUDY: “Your Care Rating”

Your Care Rating has been established so that all residents living within a care home are given the opportunity to provide views and feedback via an independent, confidential and standardised survey.

The survey is conducted by leading market research organisation, Ipsos MORI. It covers care homes that primarily serve older people (aged 65+). However, where younger adults live in such care homes, they are also included. The survey covers England, Scotland, Wales and Northern Ireland.

The purpose of Your Care Rating is to:

- Give care home residents a voice
- Promote continuous quality improvement in the care sector
- Provide an authoritative source of information for existing and prospective customers and other stakeholders
- Your Care Rating also publishes the results of the survey of family members and friends of residents living in care homes

Your Care Rating has been developed with the support of National Care Forum (NCF) and Care England. Details can be found at: www.yourcarerating.org.

The APPG would like to see the result of this being used in conjunction with – and taken into account by – the Care Quality Commission when making assessments of services.

THE FUTURE OF ADULT SOCIAL CARE – OPPORTUNITIES

Positive Interactions With The Adult Social Care System – The responses received from the survey revealed that despite many of the pressures in the system, many people who receive adult social care are very positive about the quality of the care and support they receive and the transformational impact it has on their daily lives. The adult social care sector continues to be a great enabler which helps many people to live fulfilling lives – the opportunities outlined in this report highlight the extent to which current successes can be built upon, to achieve even more in the future. Respondents felt that adult social care **makes a difference** to people’s lives, with an average score of 7.6/10, indicating that adult social care has the capacity to make a transformative and substantial impact.

It is clear that the adult social care system continues to be a thriving and responsive sector, where a great deal of innovation takes place and the diversity of high quality providers and services is reflected in positive rates of satisfaction by many of those who interact with the system. There is a great deal to be positive about and much grounds for optimism about the future of the adult social care system.

Building on these positive interactions, it is clear many people receive high quality and very good care, from well trained, highly motivated and compassionate staff. It is important to ensure that in the public narrative around the need for reform of the adult social care system, we do not lose sight of what is already very good in the system and what works well for those who depend on it.

When people responding to the survey were asked to prioritise the improvements they would most like to see in place to help improve the adult social care system, unsurprisingly increased funding was by far the most popular improvement. This was followed by a stronger focus on social care as an enabler to support people to live more independently, and involving more people with experience of adult social care in the design of social care services. In this context many of the respondents to the survey cited positive examples of what good care and support looks like, and how they were personally involved in the co-production and co-design of this support.

A Highly Skilled, Adaptable & Committed Workforce – The greatest asset in the adult social care system is the adaptability and commitment of its workforce. The workforce is *highly-skilled* – with opportunities for career progression – particularly into more specialist care services such as Dementia, Older People’s Services and Learning Disabilities for example - as well as routes into more senior roles and management positions. Skills for Care have highlighted the benefits of values-based recruitment as, with a focus on what values help motivate people to enter the sector, as having a positive impact on levels of recruitment and retention.

According to Skills for Care, there are around 1.6 million jobs in adult social care^{xxvii}. Working in adult social care can be a hugely enjoyable and rewarding career choice, which provides diversity, purpose and deep satisfaction. On average, **respondents gave an average score of 7.1 out of 10 to the question of how rewarding it is to work in adult social care.**

Innovation in Adult Social Care – Innovation and emerging technologies are already having a major impact on all aspects of adult social care, and commissioners, providers, the workforce and experts by experience are often enablers of innovation. Social Prescribing, whereby GPs and other health professionals, refer people to meet with a link worker to help people be more empowered about their own needs and ‘socially-prescribed’ what is most appropriate for them, is an area where some innovative practices are being developed. Innovation already takes place in the current adult social care system, and is the source of significant changes and many examples of excellence in best practice.

Promoting Best Practice – The range of different services and provision of bespoke options for individuals in receipt of care in the adult social care system is its greatest strength, and the plurality of different providers has created a market-place which is responsive to local ambitions and expectations. This creates an opportunity to build on the success of initiatives which help to promote and share best practice, empowers those who need help and support and promotes innovative commissioning practices.

The Value of Personalisation – For those individuals who want Personalised Services via Personal Budgets - including when some people decide to pool their Direct Payments to access home-based services in the community – they are a gateway to flexible and bespoke services. The benefits and value of personalisation, and the promotion of high quality brokerage services and independent professional advice, can have a significant impact on the

empowerment of individuals. When Personal Budgets and Direct Payments are properly resourced and people have the support in place to manage them, they are a great success. Local Authorities should be encouraged and incentivised to further the roll-out of Personal Budgets and/or Direct Payments – with appropriate support in place – to continue the trend for the implementation.

The Full Involvement of People Who Access Services

– When people who access adult social care services are fully involved in their co-design, co-production and ongoing review, those who benefit most are those who receive those services. This helps to ensure the provision of high quality services and a culture of openness and regular engagement with staff members and support workers. This is an area that should also be encouraged in more traditional care settings for older people for example.

A Sustainable Adult Social Care System

– Investment in the Adult Social Care system, as well as establishing a clear national policy framework, will help create the clarity and certainty required in the sector for commissioners and providers wanting to make investment decisions. The adult social care system is a key contributor to the overall well-being and prosperity of the country, and investing in its future sustainability should be seen as a key driver of future economic growth and driving increases in productivity for UK plc.

Provision of A Diverse Range of High Quality Services

– As society changes and services adapt to meet the changing expectations and requirements of that society, opportunities will develop to ensure the

choices and provision of services available reflect these changes. This also creates economic opportunities and scope for different communities - such as some older members of the LGBT+ community for example - to design and live in services that meet their demands and expectations.

The Benefits of Changing Perceptions – Changing the perceptions of wider society as to the role and value of the UK's adult social care system, will help to address issues around recruitment and ensure a parity of esteem with those who work in the Health sector. Campaigns such as #EveryDayIsDifferent are part of this process, as well as the wider portrayal of the sector and adult social care workers in the mainstream media. The Great British Care Awards and the Skills for Care Accolades are examples of the ways in which these perceptions can be changed, along with other events and initiatives – often locally based – with a similar aim and help to create positive coverage in the local and regional media.

Harnessing the Power of Technology – Technology continues to make a significant impact on the adult social care system, and its appropriate use can help lead to a better quality of life for some of society's most vulnerable people, and empower people to live independently. Assistive and Smart technologies, can already be used to better target resources and ensure people feel safer and secure in their own homes and local communities. Investing in these new technologies can be an enabler to more independence and security. The average score for the **potential of new technology** to help revolutionise the way adult social care is delivered was 5.3/10.

APPG RECOMMENDATIONS:

1	The APPG for Adult Social Care should play its role by engaging with government, policy makers, Parliamentarians and the wider adult social care sector to help facilitate a debate as to what the future of adult social care should look like. This debate should lead to a vision that builds on current best practice in the adult social care system, and its leadership and capacity to innovate.
2	A cross-party solution is key to providing a sustainable vision for the future of the adult social care system – commitments must be undertaken to build a shared political consensus, so that the existing strengths of the adult social care system can be further developed and built upon.
3	People with experience of regularly using adult social care must be fully involved in the co-design and co-production of adult social care services.
4	There should be a stronger focus on adult social care as an enabler to help care and support people to live more independently, with a more positive portrayal of the value and benefits of working in the sector , with a greater appreciation by wider society of the value and high skills of the workforce.
5	Parity of esteem between health and social care is essential, if we are to realise the benefits of establishing a vision for the future of adult social care.
6	The Office holder of the Secretary of State for Health and Social Care should be encouraged to use their full title and wear an adult social care badge alongside the NHS badge, to help raise the public profile of adult social care.
7	The Government should build on existing best practice to promote and support good practice across the adult social care sector - including in the areas of commissioning policies, the delivery of high quality services by providers and investing in training for the workforce.
8	Personalisation of care and support should be encouraged – with more opportunities for individuals to be fully empowered in the decisions made about the care and support they receive to live their lives.

CONCLUSION

The adult social care system undoubtedly faces many challenges - many of them identified during the inquiry and this report – creating pressures on the system and difficult decisions for commissioners. Often these challenges take centre stage in our national media, highlighting the impact of many of these pressures, and it is important these issues are not ignored.

But at the same time, it is important not to lose sight of the many positive differences the adult social care system makes every day to people who rely on care and support. Every day older people and working age disabled adults see their lives transformed as a consequence of a highly skilled and committed workforce, high quality services and innovations in terms of service delivery, collaboration between health and social care and the genuine involvement of those who experience adult social care.

The APPG is ambitious for the future of our adult social care system, and wants to use the group to engage with a wide range of stakeholders and

Parliamentarians to help create a sustainable vision for the future of adult social care. The APPG must continue to engage with people who access care and support, providers of services, members and representatives of the workforce, commissioners of care and support services, and policy makers and decision takers in government.

The wide range of different stakeholders who have engaged with the inquiry provides a firm basis on which to continue this programme of engagement and for the APPG to continue to listen to the views, experiences and perspectives of those who want to build on the current achievements and innovations in the adult social care system, learning the lessons of what good looks like.

The APPG is keen to hear your views to continue the process of listening, to help develop this future vision and would encourage you to contact the Secretariat of the APPG to achieve this goal. Please contact the APPG to find out more information.

HOW TO GET MORE INVOLVED

The All-Party Parliamentary Group on Adult Social Care welcomes and values the support of all stakeholders. In order to show your support for the work of the Group, and to promote this, please consider the following:



Email **ASCAPPG@mailpbconsulting.com** and request to be added to our mailing list – this will keep you up-to-date with all APPG activity and upcoming events.



Follow the Group on Twitter **@ASCAPPG**



Tweet about this report using the hashtag **#ASCFuture**



Check out the Group's website regularly for updates and news at **www.adultsocialcareappg.com**



Tell your friends and colleagues about the Group

Thank you for your support!

GROUP AIM

To act as a forum for members of the Houses of Commons and Lords to engage with the wider adult social care sector, with the aim of engaging in a cross-party and non-partisan manner to support the development of government policy on the reform of the adult social care system.



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