

# Talking about



## **Changing adult social care**

You may have heard that major changes are being made to adult social care in Bromley. This is also happening across the UK. The changes will give people who need care and support more choice, control and flexibility over how they live their lives.

Bromley Council are calling this programme of change **Supporting Independence in Bromley**.

This briefing is to answer some of the frequently asked questions about **Supporting Independence in Bromley**. Over the coming months there will be lots of communications to keep people in touch with what's happening.

## **Put simply, what is 'Supporting independence in Bromley'?**

It is how we are changing the way care, support and services are delivered to people in Bromley. This follows the Government's 'Putting People First' report, which confirmed that people want support when they need it and expect it quickly, easily and in a way that fits their

lives. They also want adult social care to help prevent problems from happening and to support their independence and well being.

## **Is it only happening in Bromley?**

No. Local authorities across the country are transforming how they provide social care for adults. The good news is the work we are doing in Bromley to modernise our social care services for adults fits in with the Government's plans for adult services and lots of the ways we work now are part of the transformation – our brokerage schemes, direct payments, assistive technology, moving from a reliance on residential care to support in the home, supported living through investment in extra care housing. So supporting greater choice and independence is already a key priority for Bromley Council.

## **Is this just about adults who use Council services?**

No. This is about how all adults in Bromley who need support because of illness, age or disability engage with services; it doesn't matter if they are funded by the Council or fund themselves. In Bromley

we are already ensuring we help those who do not meet our eligibility criteria. Our successful brokerage schemes run with Age Concern and Bromley Mencap are designed to give support and advice to people who fund themselves.

### **What is happening to change adult social care in Bromley?**

The Government expects that during 2010-2011 Council's will have made major steps towards redesigning their adult social care services. Council's will have to show they are working more effectively to support people to remain independent.

In Bromley we are :

- Improving the information, guidance and advice people get when they first contact us
- Telling people what we're spending on their care/support so they can have more **choice and control** over how the money is spent and how and when their care/support is provided. This is called a **personal budget**
- Using new technology to support people in their own homes

Over the coming months there will be lots of other initiatives to change how care, support and services are provided to people in Bromley

### **Are you talking to service users?**

Yes. This is an important part of **Supporting Independence in Bromley**. We are engaging with the people who matter most – those who use services, their carers and families – so their concerns and views are taken into account and we make sure changes reflect what they say works for them.

We have set up an 'Expert by Experience' panel and are consulting with them about the different projects. A representative from the Expert by Experience panel is a member of the **Supporting Independence in Bromley Board**.

Also, a group representing people in the community has been established to make sure we reach out to as many people as possible and that their views are represented. The group includes the private and voluntary sector, providers, users of services and is coordinated by Bromley LINKs.

### **How can I give my views or find out more?**

We want your views and suggestions about this major change. So if you want to make a comment or find out more information please:

- Email [SIB@bromley.gov.uk](mailto:SIB@bromley.gov.uk)
- or call 020 8461 7815