

The Next Steps to Put People at the Heart of Care A Plan for Adult Social Care System Reform 2023 to and 2024 to 2025

Executive Summary

The executive summary from the document is reproduced below:

The People at the Heart of Care white paper, published in December 2021, set out a ten-year vision for adult social care. It was shaped by national and local government, care providers, care staff, the NHS, people who draw on care and support, their friends and family, charities and the voluntary sector. The vision puts people at its heart and revolves around three objectives:

1. People have choice, control and support to live independent lives.
2. People can access outstanding quality and tailored care and support.
3. People find adult social care fair and accessible.

This plan sets out how we are building on our progress over the last year by implementing the most impactful proposals, along with some new commitments. It includes key milestones for reform and sets out the change we will see for people who draw on care and support, unpaid carers, and people who work in social care. Some of the key activities include:

- **improving access to care and support:** we are helping local authorities to increase their adult social care capacity and make tangible improvements to services by investing £562 million in 2023 to 2024 and £845 million in 2024 to 2025 through the Market Sustainability and Improvement Fund. We are also launching a programme in summer 2023 to help local areas establish support arrangements for international recruitment in adult social care to bolster the workforce. We will expand the NHS Volunteer Responders programme from this year to create a joint health and social care volunteer programme. Improved capacity and better support for international recruits and volunteers will enable more people to access the right care, in the right place, at the right time.
- **recognising skills for careers in care:** we are improving recognition of the skills and experience of people working in care and supporting career development through our plan for the care workforce. This includes the introduction of a new care workforce pathway for adult social care, a new Care Certificate qualification, a skills passport to provide a verifiable record of training and qualifications and a range of new, funded training schemes. We know that the capability and compassion of care workers makes all the difference to the lives of the people they care for and we want to better recognise these skills.
- **digital transformation in adult social care:** we are supporting the testing and scaling of new technologies through 2023 to 2025 to improve care quality and safety; and increasing uptake of digital social care records by 2025, which enables your care information to be shared securely and in real-time with authorised professionals in the NHS and social care. We are also developing a scaled-up future digital learning offer, so that digital skills are embedded in core training and development opportunities for staff.

- **personalising care through stronger data:** we are introducing person-level data collection from April 2023. Better insights into care journeys and outcomes will help to show which interventions work best and we can improve how people move between health and social care. By the end of 2023 we will finalise our roadmap for improving how data is collected, used and shared. In February we published a draft of care data matters so that we can involve people who draw on, work in or provide, or are supported by adult social care in the development of this roadmap.
- **improving transparency and accountability:** we are introducing CQC assessment of local authorities' adult social care delivery from April 2023 to better understand the quality of care in local areas. This will enhance transparency, improve local accountability and help to identify good practice so that more people can benefit from high quality care and support
- **supporting people to remain independent at home:** we are launching a new, independently chaired Older People's Housing Taskforce that will make recommendations to ministers on how we can unlock investment in retirement housing to provide more choice of suitable housing for people in later life. We will also provide additional funding for people to make adaptations and repairs to their homes so that they can stay independent for longer and return home from hospital more quickly
- **driving innovation and improvement:** we are launching a two-year targeted fund in 2023 to test and scale ways to innovate and transform local authority processes. This will provide targeted support for local authorities and establish a new innovation and improvement unit within DHSC. We will work with sector partners to shape the strategic direction for improvement and innovation, helping tackle operational challenges and overcome the barriers to adopting and scaling new approaches
- **joining up services to support people and carers:** we are supporting our recently established integrated care systems (ICSs), and the organisations within them, to better join up care through the expansion of our Better Care Fund (BCF) Support Programme and the launch of a new national leadership programme for local health and social care leaders. We are also investing in additional support for unpaid carers in recognition of the enormous contribution they make, which is reflected throughout this plan.

This is just some of the activity included in our comprehensive package.

This plan is a crucial step towards our ten-year vision. We will continue to engage with all those people and organisations at the heart of providing and drawing on care as we implement our reforms and make further progress towards our vision.