

## Voicepiece

### Voicepiece p1

- The road to the White Paper **p2**
- The vision **p3**
- Delivering the vision **p4**
- Embedding quality and fair funding **p5**
- What does the White Paper mean for the care and support workforce? **p6**

### Other news in brief **p6-8**



David Behan, Director General, Social Care, Local Government and Care Partnerships, says the White Paper is based on what people said they wanted from a care and support system in last year's Big Care Debate

### As part of last year's Big Care Debate consultation, we listened to many thousands of people.

The National Care Service White Paper – *Building the National Care Service* – is based on what these people told us they wanted to see from a care and support system.

The culmination of a great deal of work by many people, it proposes a comprehensive National Care Service that is universal and free when you need it.

It will offer high quality care and support for all adults in England – whoever you are, wherever you live, and whatever condition leads you to need care and support.

The White Paper presents a bold vision, and signals the biggest reform to the Welfare State since the National Health Service was founded in 1948.

The National Care Service will be an integrated service. It will bring together the many diverse providers of care and support in England with local

authorities, the NHS, and relevant services, such as housing, to provide higher quality services.

The reform will be underpinned by six pillars:

- prevention and well-being services to keep you independent
- nationally consistent eligibility criteria for social care enshrined in law
- a joined-up assessment
- information and advice on care and support
- personalised care and support

**“The National Care Service will offer high quality care and support for all adults in England – whoever you are, wherever you live, and whatever condition leads you to need care and support.”**

services, giving people choice and control

- fair funding, with collective responsibility for paying for care and support shared between the state and individual.

The system will be implemented in three stages over next few years.

In stage one, which is already underway, we are building on the best of the current system and delivering the Personal Care at Home Bill.

In stage two we will start to build the systems and processes necessary to establish the six pillars of the National Care Service.

Stage three will see the introduction of a comprehensive National Care Service that is free when people need it.

This special edition of the Social Care Bulletin will give you an outline of our vision for the National Care Service, and tell you about some of the changes you can expect.

Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

Other news in brief p6-8

# The road to the White Paper

## We have been working to transform care and support over the last decade.

Key Government plans over recent years include 2003's Supporting People programme, the 2006 White Paper *Our Health Our Care Our Say* and *Putting People First* in 2007.

The Independent Living Strategy, Carers' Strategy, *Valuing People Now* and this year's Autism Strategy are some of the many initiatives to support people across the whole spectrum of care need.

Yet further reform is needed to meet the pressures of an ageing population, rising public expectations and the



problems that remain with the current system.

Social care today is only provided free to those who cannot afford to pay for themselves, and who meet locally-determined eligibility criteria. Those who can pay for themselves do so with no state support. This means that people have to use up their savings, and the value of their house down to £23,000, to pay for their care. For a large number of people the system can seem unfair.

Over the next 20 years, 1.7 million more people in England will have a potential care need. The current system will not be able to cope with this pressure. Without reform, the system will quickly become unsustainable.

In 2008, the Government published *The case for change – why England needs a new care and support system*. It followed this with an engagement process during which it listened to the views of the public and stakeholders.

Last year's Green Paper, *Shaping the future of care together*, set out the Government's vision for a National Care Service, and marked the beginning of the Big Care Debate consultation. More than 28,000 formal responses were



received from individuals, and stakeholders reached many thousands more and responded on their behalf.

The consultation showed that people support our vision for the National Care Service, and that there are further areas where people want more clarity, notably around the role of carers and the workforce.

In February, the DH held a Care and Support Conference, where stakeholders further debated the issues outlined in the Green Paper and presented their views to politicians. Stakeholders again strongly supported our vision for the National Care Service and agreed that a collective approach to care, where the risk is shared across the population, was the best way forward.

Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

Other news in brief p6-8

## Introducing the vision

After considering the many thousands of responses to the Big Care Debate consultation, as well as the views of the key stakeholders present at February's Care and Support Conference, the Government decided to build a comprehensive National Care Service.

This service will be universal – meaning that care and support will be free when needed for all adults in England, whoever they are, wherever they live and whatever the condition that has led to them needing care and support.

The National Care Service has six founding principles which will help sustain it for future generations:

- It will be universal – supporting all adults with an eligible care need, within a framework of national entitlements.
- It will be free when people need it – based on need, rather than the ability to pay.
- It will work in partnership – with all the different organisations and people who support individuals with care and support needs day to day.
- It will ensure choice and control – valuing all, treating everyone with dignity, respecting an individual's human rights, tailored to every



individual's needs and putting people in charge of their lives.

- It will support family, carer and community life – recognising the vital contribution families, carers and communities play in enabling people to realise their potential.
- It will be accessible – easy to understand, helping people make the right choices.

### What people can expect from the National Care Service

We want people to experience high quality services every time they touch the National Care Service.

Everyone receiving care and support should be treated with respect, be safe and protected, and have choice and control over the support they receive.

The National Care Service has six

pillars that define what people can expect from the new system:

1. prevention and well-being services to keep you independent
2. national, standardised assessments and eligibility criteria
3. joined-up assessment process
4. information and advice on care and support
5. personalised services, through a personal budget
6. fair funding, with a collective, shared responsibility for paying for care and support.

The National Care Service will be a partnership between the individual, their families and carers, communities, providers and the state.

The Secretary of State for Health will be accountable at a national level for the policy and direction of the National Care Service, but local authorities will be responsible for the day-to-day delivery, ensuring everyone has their care and support needs met.

The National Care Service will be built on the foundations of the current system of Attendance Allowance and Disability Living Allowance, but it will be much easier for people to get all the support they are entitled to.

Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

Other news in brief p6-8

## How we will deliver a National Care Service

The White Paper sets out how the **National Care Service will be delivered in three stages over a number of years.**

### Stage One

We will build on the best of the current system and deliver the Personal Care at Home Bill, which guarantees free care and support at home for those most in need.

### Stage Two

During the next Parliament, we will start to build the systems and processes necessary to establish the six pillars of the National Care Service. We will:

- introduce a National Care Service Bill to set the legal foundations of the National Care Service
- build upon the Personal Care at



Home Bill, introducing, from 2014, a new commitment to free care for all those who have been in residential care for more than two years

- push forward with the prevention agenda and continue our drive towards personal budgets
- ensure accurate, relevant and accessible information about entitlements, assessments and access to care services is provided to everyone
- improve the gateway for accessing social care and disability benefits
- introduce a quality framework
- enshrine nationally consistent eligibility criteria for social care in law
- set up a commission to help reach consensus on the fairest and most sustainable way for people to contribute to the system
- set up a National Care Service Leadership Group of expert stakeholders who will advise the Government on the implementation of the National Care Service.

### Stage Three

We will introduce a comprehensive National Care Service that is free when needed for all adults in England.



Under the comprehensive National Care Service, everyone who is assessed as needing care and support will have all their care costs met by the state. For this to be affordable, it requires everyone to contribute in a fair way.

Support will be provided in a personal budget by local authorities, which individuals can then spend how they wish in order to meet their care and support needs.

People will continue to pay for the accommodation costs for residential care. However, the Government will introduce a universal deferred payment system, so no one has to sell their homes in their lifetime to pay for residential care.

Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

Other news in brief p6-8

# Quality services and fair funding

**We want people to experience high quality services every time they come into contact with the National Care Service. To make this happen, we want better integrated services, a better supported workforce and a quality framework for care and support.**

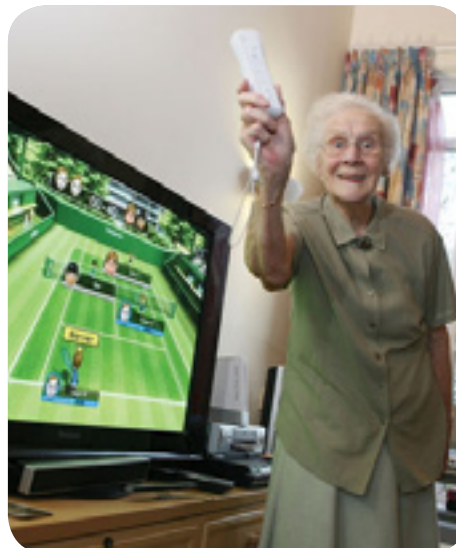
There can be real benefits when health and care staff manage services together. We want to see more of this, so that we deliver better outcomes for individuals.

We are already implementing integration. We want to take a further concrete step forward and firmly embed joint working from the start.

## A quality framework for care and support

A quality framework is all about how we make sure people are safe, and treated with compassion, respect and dignity. We believe it should build on seven principles:

- Stay ahead – by using research, technology and innovation.
- Bring clarity to quality – by being clear about what high quality looks like and setting standards.
- Measure quality – by collecting data and benchmarking performance.



- Publish information on quality – by monitoring performance, we can understand variation and identify best practice.
- Recognise and reward quality – ensuring the right incentives are in place to support quality improvement.
- Safeguard quality – by regulating effectively we can ensure people in the system are safe and have confidence in services.
- Strong leadership – to drive the quality agenda forward.

## Fair Funding

We need to ensure the system is funded in a sustainable way, and that the available money is spent as wisely as possible on those who need it most.

The Government therefore believes it is right that everyone who can afford to do so, should have to contribute to a free at the point of use care system.

We will set up a commission to advise ministers on the fairest and most sustainable way that people can contribute to a free at the point of use care system.

## Integrating health and care services and working with wider services

Under the National Care Service, as now, local authorities will deliver care and support services. Their local flexibility is the best way to achieve our vision for care and support.

We expect local authorities to work together with the NHS, care service providers and third sector bodies to provide the best possible care and support.

We are introducing a new duty for local authorities and NHS bodies to deliver integrated services.

## Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

## Other news in brief p6-8

## What does the White Paper mean for the care and support workforce?

**The White Paper, *Building a National Care Service*, sets out a bold vision and represents one of the biggest changes to the Welfare State since the creation of the NHS. It will mean change for everybody involved in the care and support sector.**

### The workforce

The National Care Service will rely on a well motivated, diverse and compassionate workforce to deliver high quality services day to day. It is crucial that the workforce is recognised and feels valued for the important work it does.

With increasing demand for services there will be more opportunities for the workforce. We will support it to gain new skills, progress careers and attract new people to a career in care.

There is an important role for the paid workforce to play in working closely with volunteers under the National Care Service. We believe that

closer working between the two can bring significant benefits.

The National Care Service will look at ways to encourage more people, including those receiving care themselves, to get involved in providing and co-producing services. This will mean supporting the development of social enterprise and a healthy third sector.

The General Social Care Council will focus solely on social workers. It will be renamed the General Social Work Council and, over time, will move to financial independence and become independent of Government.

The Government is going to pilot an optional licensing scheme for all social care workers, recognising those who meet training requirements and commit to a code of conduct.

To support the workforce, we will make sure the sector has clear leadership, improve the regulatory regime and set clear expectations of the service levels expected.

## Other news in brief

### Guidance on ordinary residence provisions

The DH has published guidance on the ordinary residence provisions in the National Assistance Act 1948. It provides information and advice to local authorities (and certain other bodies) on the identification of the ordinary residence of people in need of community care services. As of 19 April 2010, this guidance will replace the existing ordinary residence guidance contained in LAC(93)7. The DH will also publish directions setting out the steps local authorities must take to resolve ordinary residence disputes at a local level, together with cross-border arrangements for dealing with ordinary residence disputes that arise between English and Welsh local authorities.

- [Download the guidance](#)

### Valuing People Now

*The Valuing People Now Delivery Plan 2010-11* was published on 31 March, highlighting progress so far and setting out the key priorities for the next year, around improving housing options,

## NEWS IN BRIEF

[www.dh.gov.uk/socialcarebulletin](http://www.dh.gov.uk/socialcarebulletin)

## Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

## Other news in brief p6-8

increasing employment opportunities and improving health outcomes for people with learning disabilities. And on 23 March 2010, Care Services Minister Phil Hope announced the award of contracts to the University of Bristol Norah Fry Research Centre to establish a time-limited confidential inquiry into the premature and avoidable deaths of people with learning disabilities, and to North East Public Health Observatory at Durham University, in partnership with the Learning Disability Research Centre at Lancaster University, to run a public health observatory in relation to people with learning disabilities. This follows on from the Parliamentary and Health Services Ombudsman's Report, *Six Lives*, published in March 2009, which recommended that all NHS and social care organisations in England should report on progress in meeting the report's recommendations by March 2010.

- [Read more on the DH website](#)

**Safeguarding children and social work reform**

On 17 March, the Government published *The Government Response to Lord Laming: One Year On* alongside *Building a Safe and Confident Future*:

*Implementing the recommendations of the Social Work Task Force*. It also committed more than £200 million to support social work reform and improvement in 2010-11. Revised statutory guidance, *Working Together to Safeguard Children*, which comes into force with immediate effect, and *Local Safeguarding Children Boards: Practice Guidance for Consultation* were launched on the same day.

- [Download the documents at the National Safeguarding Delivery Unit website](#)

**e-learning resource for end of life care**

End of Life Care for All (e-ELCA) is a new resource for health and social care staff, whether their work involves regular or occasional contact with people who need end of life care and their families. The resource includes interactive learning sessions on advance care planning, assessment, communication skills and symptom management. It was developed by e-Learning for Healthcare (e-LfH) and the Association for Palliative Medicine on behalf of the National End of Life Care Programme (NEoLCP) and the DH. It is part of the NEoLCP's response to the DH's End of Life Care Strategy (2008), which calls for a cultural transformation across the 2.5m-strong end of life care workforce.

- [Read more on the e-Learning for Healthcare website](#)
- [More resources are available on the end of life care website](#)

**Care First Careers campaign update**

A campaign – led by the DH, with DWP Communications and stakeholder involvement – ran from January to March 2010 to support the national launch of Care First Careers. The objective was to raise adult social care employers' awareness of the scheme, which offers a £1,000 cash recruitment subsidy plus free pre-employment training to employers for every young person they recruit through Care First Careers. The campaign also promoted jobs in the adult social care sector to jobseekers. Jobcentre Plus worked with Skills for Care to bust the myths about the sector and promote the positives with frontline staff to ensure they have an accurate picture of the vacancies in the sector when meeting with jobseekers. During the campaign, between 1,600 and 2,400 employers per week clicked through to the Care First Careers employers' webpage to find out more about the scheme.

- [Read more on the DH website](#)
- [Employers can find out more by visiting the Jobcentre Plus site](#)

## Voicepiece p1

- The road to the White Paper p2
- The vision p3
- Delivering the vision p4
- Embedding quality and fair funding p5
- What does the White Paper mean for the care and support workforce? p6

## Other news in brief p6-8

**Inclusion Health report**

The Cabinet Office has published *Inclusion Health: Improving the way we meet the primary healthcare needs of the socially excluded*, which is a joint project between the Social Exclusion Task Force and the DH. The report highlights progress so far as well as the need to further improve access and quality of services for socially excluded groups. It provides a framework for improving outcomes for socially excluded groups, launching an agenda that addresses the specific challenges of working with them, while working within wider health reforms. *Inclusion Health* is supported by an evidence pack, which brings together existing and new data and analysis on the health needs and outcomes of socially excluded groups, and highlights the challenges and opportunities within this field.

- **Download the report from the Cabinet Office website**

**Dementia awareness campaign**

The DH has launched a dementia awareness campaign, in partnership with Alzheimer's Society, to increase awareness of the condition and help reduce the stigma, isolation and discrimination experienced by people

with dementia and their families. The campaign features real people living with dementia saying, "I have dementia. I also have a life". Advertising across TV, radio, press and online encourages the public to find out how they can help someone with dementia, such as focusing on what the person can do, not what they can't.

- **Visit the campaign website for more information, including material on how to support someone with dementia**

**Consultation on proposed regulations on duty of co-operation**

The DH has launched a consultation on the proposed regulations on duty of co-operation. These will require designated bodies (including employers and contractors of healthcare workers in all sectors and professional regulators) to co-operate with one another in the sharing of information about conduct or performance, where that information may show that the worker is likely to pose a threat to patient safety. The consultation follows the Tackling Concerns Locally Information Management Subgroup report, which was published in March 2009. Social care staff are invited to submit their views on the proposals by 4 June 2010.

- **Visit the DH website to respond to the consultation**

**Memorandum of Understanding with Employers for Carers**

On 11 March, the six Government departments that signed the Carers Strategy agreed a Memorandum of Understanding (MoU) with Employers for Carers, a leading group of employers that aims to create a culture that supports carers in and into work. The MoU sets how they can work together to support implementation of the Carers Strategy, to ensure that all parties make a positive contribution to supporting carers in the workplace and to further develop and promote good practice in supporting working carers. Internally, the DH is reviewing its HR policies and the impact these have on employees who are also carers.

- **Read more about the MoU**
- **Read more about Employers for Carers**

**Sign up now**

To subscribe to the bulletin, please email [socialcarebulletinsubscription@dh.gsi.gov.uk](mailto:socialcarebulletinsubscription@dh.gsi.gov.uk), including your name, job title, organisation, full postal address and telephone number. You will then receive an email alert when each new edition is published.