

# People's experience in adult social care services overview

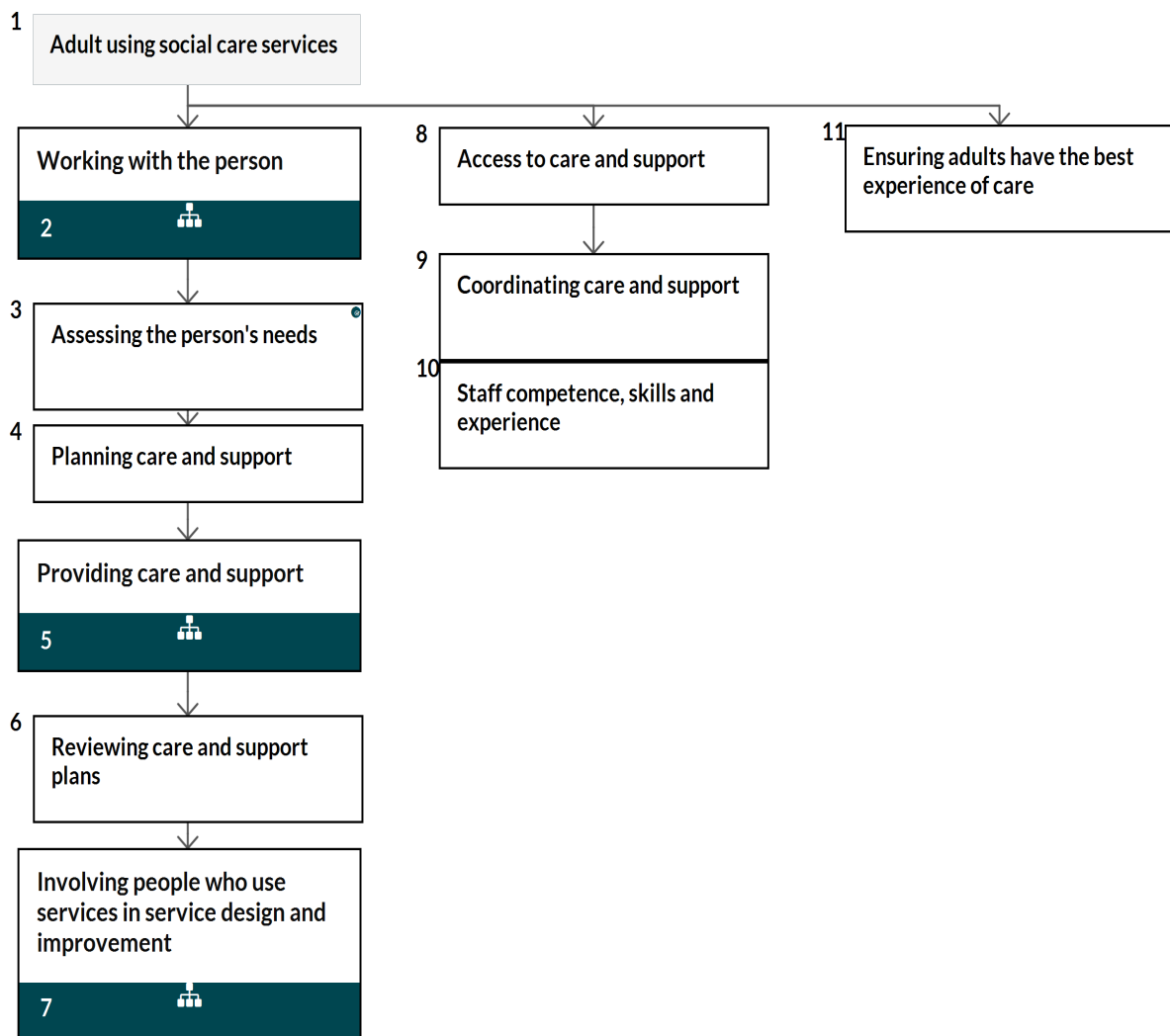
NICE Pathways bring together everything NICE says on a topic in an interactive flowchart. NICE Pathways are interactive and designed to be used online.

They are updated regularly as new NICE guidance is published. To view the latest version of this NICE Pathway see:

<http://pathways.nice.org.uk/pathways/peoples-experience-in-adult-social-care-services>

NICE Pathway last updated: 11 September 2020

This document contains a single flowchart and uses numbering to link the boxes to the associated recommendations.



## 1 Adult using social care services

No additional information

## 2 Working with the person

[See People's experience in adult social care services / Working with people who use adult social care services](#)

## 3 Assessing the person's needs

Local authorities must ensure that care and support needs assessment under the [Care Act 2014](#) focuses on the person's needs and how they impact on their wellbeing, and the outcomes they want to achieve in their day-to-day life.

Care and support needs assessment should:

- involve the person and their carers in discussions and decisions about their care and support
- take into account the person's personal history and life story
- take a whole family approach
- take into account the needs of carers
- take into account the person's housing status, and where and who they want to live with
- be aimed at promoting their interests and independence
- be respectful of their dignity
- be transparent in terms of letting people and their families and carers know how, when and why decisions are made
- take into account the potential negative effect of social isolation on people's health and wellbeing.

Local authorities should consider the person's preferences in terms of the time, date and location of the care and support needs assessment, and conduct the assessment face-to-face unless the person prefers a different method of assessment.

Local authorities should ensure that:

- the person is given details of the care and support needs assessment process and

- timescale at the start
- the person is given details of the nature and purpose of the assessment
- the person can have someone they choose to be present at the assessment
- the assessment uses up-to-date information and documentation about the person
- the person does not have to provide the same information in subsequent assessments.

See [the NICE Pathway on supporting adult carers](#) for recommendations on identifying, assessing and meeting the caring, physical and mental health needs of people using services who have caring responsibilities.

Ensure that care and support needs assessment documentation about the person is accurate, up to date and well maintained and clarifies what assessed needs will be met and how.

Offer the person a copy of any or all of the care and support needs assessment documentation. It should be shared with the person's carer if that is what they want.

## Quality standards

The following quality statement is relevant to this part of the interactive flowchart.

1. Care and support needs assessment

### 4 Planning care and support

As part of care planning, consider identifying a named coordinator who is competent to:

- act as the first point of contact for any questions or problems
- contribute to the assessment process
- liaise and work with the person, their families, carers and advocates
- liaise and work with all health, social care and housing services involved with the person, including those provided by the voluntary and community sector
- ensure that any referrals needed are made and are actioned.

Build in flexibility to the care and support plan to accommodate changes to a person's priorities, needs and preferences – for example, by using direct payments (see [personal budget](#)) and agreeing a rolling 3-monthly budget so that people can use their money differently each week.

Local authorities and providers should ensure that the person's care and support plan includes

clear information about what involvement from others (carers, family, friends and advocates) they want in their care and support, in line with the [Care Act 2014](#). See also [involving carers, families and friends](#).)

Ensure there is a transparent process for 'matching' care workers to people, taking into account:

- the person's care and support needs **and**
- the care workers' knowledge, skills and experience **and**
- if possible and appropriate, both parties' interests and preferences.

Ensure care workers are able to deliver care and support in a way that respects the person's cultural, religious and communication needs (see [access to care and support: making services inclusive](#) [See page 6]).

Care and support plans should record and address the specific needs of people in relation to equality and diversity issues.

Care and support plans should include contingency planning and what to do in a crisis.

The local authority must include the person's personal budget in their care and support plan, in line with the [Care Act 2014](#).

## 5 Providing care and support

[See People's experience in adult social care services / Providing care and support to people who use adult social care services](#)

## 6 Reviewing care and support plans

Care and support plans should be regularly reviewed, and include information on how and when these reviews should be carried out.

## 7 Involving people who use services in service design and improvement

[See People's experience in adult social care services / Involving people who use adult social care services in service design and improvement](#)

## 8 Access to care and support

### Providing information about services

In line with the [Care Act 2014](#), local authorities must provide information about care and support services for people and their carers, including:

- the types of care and support available
- how to access care and support, including eligibility criteria
- how to get financial advice about care and support
- local safeguarding procedures and how to raise safeguarding concerns or make a complaint
- rights and entitlements to assessments and care and support services
- personal budgets and all the options for taking a personal budget – for example, local authority managed, Individual Service Fund or direct payment.

Local authorities should ensure that information about care and support services is widely and publicly promoted – for example, in GP surgeries and community spaces as well as in specialist services such as homeless health centres.

Local authorities should provide information about the circumstances in which independent advocacy is available, in line with the Accessible Information Standard, and how to access it.

Local authorities should provide comprehensive information about community resources and support, including voluntary organisations, user-led organisations and disabled people's organisations, and about available housing options.

### Making services inclusive

Ensure that everyone with social care needs has access to services based on their needs, taking account of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation, and socio-economic status or other aspects of their identity.

Service providers should be aware of the cultural and religious needs of people who use services, and provide care and support that meets these needs. Examples include treatment choices, food choice and preparation, enabling people to dress in accordance with their culture or religion, personal grooming, or changes in timing of services around religious festivals – for example, during Ramadan.

Commissioners and service providers should consider seeking advice from voluntary and community sector organisations such as disabled people's organisations and user-led organisations with expertise in equality and diversity issues to ensure that they can deliver services that meet the needs and preferences arising from:

- gender, including transgender
- sexual orientation and sexuality
- disability
- ethnicity
- religious and cultural practices.

Ensure that people who use services and have caring responsibilities (for another adult or a child) receive support to access social care services, including information about childcare, or respite care.

## 9 Coordinating care and support

To support collaborative working between services, commissioners and managers should consider putting the following in place:

- a local policy for sharing information relevant to people's care within and between services in line with the Caldicott principles and the [Health and Social Care \(Safety and Quality\) Act 2015](#)
- joined-up policies, processes and systems.

## 10 Staff competence, skills and experience

Have a transparent and fair recruitment and selection process that:

- uses values-based interviews and approaches to identify the personal attributes and attitudes essential for a caring and compassionate workforce **and**
- ensures that staff have the necessary language, literacy and numeracy skills to do the job.

Local authorities should ensure that people undertaking needs and eligibility assessments have the knowledge and skills to carry out assessments as described in [assessing the person's needs](#) [See page 3].

Service providers should consider involving people who use services and their carers ('experts by experience') in the recruitment and training of staff. For example:

- being on interview panels
- contributing to development and delivery training
- helping to develop job descriptions
- supporting and training others to be experts by experience.

Consider providing opportunities for practitioners to learn from the personal experiences of all people who use services, in all settings where care and support is provided. This could be through:

- forums within residential and day care services
- audit, planning and evaluation of services
- practitioners being mentored by people who use services.

Service providers should ensure that practitioners are aware of the local arrangements for, and understand the function of, other services that they may need to work with, such as other health and social care service providers and services provided by the voluntary sector.

Service providers should provide opportunities for practitioners to take part in interprofessional learning and development.

Service providers should ensure that practitioners are able to use any equipment or devices people need – for example, hearing aid loops.

Service providers should ensure that practitioners are aware of issues relating to information sharing and confidentiality.

### **Training for practitioners working in residential settings**

Managers should ensure that practitioners are trained to support residents to use any equipment they need.

Managers in residential settings should co-produce [See page 10] a policy on end-of-life care with people who use services including training on supporting people and their carers at the end of their lives, tailored to different staff groups and updated regularly.

## **11 Experience of care**

Use these recommendations together with the recommendations in the NICE Pathways on:



- patient experience in adult NHS services
- service user experience in adult mental health services.

When a person who uses services is involved as an equal partner in designing the support and services they receive. Co-production recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care. Wherever possible and appropriate, families and carers should be involved in co-production, in an effective way, with the consent of the person who uses services.

The Think Local Act Personal 6 principles of co-production are:

- recognising people as assets
- building on people's capabilities
- developing 2-way, reciprocal relationships
- encouraging peer support
- blurring boundaries between delivering and receiving services
- facilitating rather than delivering.

## Glossary

### Care and support needs assessment

(under the Care Act 2014, local authorities must carry out an assessment of anyone who appears to require care and support – the aim of assessment is to understand the person's needs and goals; after carrying out the assessment, the local authority consider whether any of the needs identified are eligible for support)

### care and support plan

(a written plan after a person has had an assessment, setting out what their care and support needs are, how they will be met [including what they or anyone who cares for them will do] and what services they will receive; the person should have the opportunity to be fully involved in their plan and to say what their own priorities are)

### care and support plans

(a care and support plan is a plan written after a person has had an assessment, setting out what their care and support needs are, how they will be met [including what they or anyone who cares for them will do] and what services they will receive; the person should have the opportunity to be fully involved in their plan and to say what their own priorities are)

**carers**

people who provide unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help – this is distinct from care workers, who are paid to support people

**Sources**

People's experience in adult social care services: improving the experience of care for people using adult social care services (2018) NICE guideline NG86

**Your responsibility****Guidelines**

The recommendations in this guideline represent the view of NICE, arrived at after careful consideration of the evidence available. When exercising their judgement, professionals and practitioners are expected to take this guideline fully into account, alongside the individual needs, preferences and values of their patients or the people using their service. It is not mandatory to apply the recommendations, and the guideline does not override the responsibility to make decisions appropriate to the circumstances of the individual, in consultation with them and their families and carers or guardian.

Local commissioners and providers of healthcare have a responsibility to enable the guideline to be applied when individual professionals and people using services wish to use it. They should do so in the context of local and national priorities for funding and developing services, and in light of their duties to have due regard to the need to eliminate unlawful discrimination, to advance equality of opportunity and to reduce health inequalities. Nothing in this guideline should be interpreted in a way that would be inconsistent with complying with those duties.

Commissioners and providers have a responsibility to promote an environmentally sustainable health and care system and should assess and reduce the environmental impact of implementing NICE recommendations wherever possible.

## Technology appraisals

The recommendations in this interactive flowchart represent the view of NICE, arrived at after careful consideration of the evidence available. When exercising their judgement, health professionals are expected to take these recommendations fully into account, alongside the individual needs, preferences and values of their patients. The application of the recommendations in this interactive flowchart is at the discretion of health professionals and their individual patients and do not override the responsibility of healthcare professionals to make decisions appropriate to the circumstances of the individual patient, in consultation with the patient and/or their carer or guardian.

Commissioners and/or providers have a responsibility to provide the funding required to enable the recommendations to be applied when individual health professionals and their patients wish to use it, in accordance with the NHS Constitution. They should do so in light of their duties to have due regard to the need to eliminate unlawful discrimination, to advance equality of opportunity and to reduce health inequalities.

Commissioners and providers have a responsibility to promote an environmentally sustainable health and care system and should assess and reduce the environmental impact of implementing NICE recommendations wherever possible.

## Medical technologies guidance, diagnostics guidance and interventional procedures guidance

The recommendations in this interactive flowchart represent the view of NICE, arrived at after careful consideration of the evidence available. When exercising their judgement, healthcare professionals are expected to take these recommendations fully into account. However, the interactive flowchart does not override the individual responsibility of healthcare professionals to make decisions appropriate to the circumstances of the individual patient, in consultation with the patient and/or guardian or carer.

Commissioners and/or providers have a responsibility to implement the recommendations, in their local context, in light of their duties to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity, and foster good relations. Nothing in this interactive flowchart should be interpreted in a way that would be inconsistent with compliance with those duties.

Commissioners and providers have a responsibility to promote an environmentally sustainable health and care system and should assess and reduce the environmental impact of implementing NICE recommendations wherever possible.