



Our Strategy 2024 - 2027

Who we are, what we do



ST HELENS
BOROUGH COUNCIL

We are the Adult Social Care department at St Helens Borough Council.

We support adults who have, for example



- physical disabilities
- learning disabilities
- mental health conditions

and



- older adults who need help with daily life



We work with local health services and community groups to make sure people get the help they need.



Examples of help we can offer:

Personal care

Help with washing, dressing and eating.



Daily tasks in people's homes

Help with cooking, cleaning and money.

Residential care

When people need to live in a care home.



Day services and community support

Activities, learning, meeting friends.

Support for carers

Help for family and friends who provide care.



Safeguarding

Protection against abuse or neglect.

About our strategy



Our strategy is our plan for the next 3 years. To write it we:



- talked to more than 300 local people about their experiences and ideas



- collected information about our local area, and how things are likely to change in the next few years



- looked carefully at the money we will be able to spend



We must also follow the Care Act and other laws about how people are treated and supported.

Challenges

There are challenges that our strategy needs to help with:



- More people are needing help in their own homes – called **domiciliary care**.



- There are not enough care staff.

At the same time, the money we spend on paying care staff is going up very fast.



- The number of older people is increasing. Many of them need care and support, at home or in care homes.

Our vision



Our **vision** is our long-term goal.

It guides everything we do. We will:



- get to know the people we support and understand what matters to them
- build strong relationships with people and their families



- listen carefully, act fairly, and communicate openly
- find creative ways to solve problems and improve people's experiences



- help people to live healthier, happier lives

Our promises to you



1. We will build stronger relationships.

2. We will support you to make decisions.



3. Information will be easier to understand.

4. We will be creative and ambitious.



5. We will recruit, train and support staff.

6. People will be treated fairly, every day.



Read more about how we will keep these promises on the next 6 pages.

1) Build relationships



Strong relationships are important: with friends, care staff, and people who can help you in your local community.



By listening to you and learning about your life, we can support you in better ways.

3 examples of how we will do this:



1. You will have a named keyworker when you need one.
2. We will support people to find their own personal assistants.



3. We will work closely with NHS staff, to make sure you get the help you need.

2) Making decisions



We will listen to people and support them to make decisions about their own lives.



We will find out about the things that are important to you. This will become part of your assessments and care plans.

3 examples of how we will do this:



1. We will ask what you think about your support at least every 12 months.

2. We will use the things you tell us to improve our services.

3. We will tell you about any decisions we make, and why we made them.



3) Accessible information



We share lots of information with staff, other organisations and local people.



People told us it is hard to find information about help and support. We want to make our information accessible.

3 examples of how we will do this:



1. We will improve the information on our website, and on paper.

2. We will make our information simpler and easier to find.



3. We will share information with other organisations, so you do not have to tell your story more than once.

4) Being ambitious



We face lots of challenges. We cannot keep working in the same way. We must be careful about how we spend our money.



We will find new and creative ways to support people.

3 examples of how we will do this:



1. We will encourage people to volunteer in their local communities.



2. We will help people to learn about technology, and about how it can help them to be independent.



3. We will give people Direct Payments, so they can have more control over their support.

5) The best staff



We will make sure that staff know what to do and are all working in similar ways.



This means that if staff change, support and assessments will still be done the same way. This is called being **consistent**.

3 examples of how we will do this



1. Involve people we support in finding and interviewing staff.

2. Give staff the best possible training and support.

3. Listen to your views and experiences of care staff. Improve things if we need to.



6) Equality and fairness



We want everyone to feel that they have been treated well by the Council.

Everyone must have the same opportunities to get the care and support they need.

3 examples of how we will do this:



1. Council services will be accessible to everyone. We will treat people fairly.



2. We will make sure that people can get the health checks they are entitled to.



3. We will promote equality and accessibility in our local communities.

Changing how we work

Staff will be trained and supported to work in new ways. For example:



Social Care staff

Social workers and paid carers.



Occupational Therapists

Helping people to live at home safely.



Reablement

Helping people to recover after illness and medical treatment.



[Find out more about our new ways of working in the full version of our strategy.](#)

Contact Cares

Get help from Social Services:

We are open 8am to 10pm, every day.



Phone

01744 676767



Email

contactcares@sthelens.gov.uk



Out of hours emergency phone

0345 0500 148



Website

www.sthelens.gov.uk/socialcare



#sthelensstogether