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David Behan, Director General, Social Care, Local Government and Care Partnerships

***Shaping the future of care together* Green Paper encourages us all to get involved in the Big Care Debate**

I am delighted to introduce this special bulletin to mark the publication of *Shaping the Future of Care Together*, the Green Paper on the reform of adult care and support in England.

The Green Paper sets out a vision for a new National Care Service. As we all know, more of us are living longer, and of course this is a great thing. However, the harsh reality is that the current care system, designed in the 1940s, is no longer fit to face the challenges of the 21st century. We need to create a system that ensures we all get high quality care, wherever we live and whatever our needs.

This is something that will affect us all, so it is something that we need to decide together. That is why we are launching the Big Care Debate, a 16-week consultation period during which we will ask staff, stakeholders and the public which of the Green Paper's reform options they would like to see implemented.

During last year's engagement process, people told us that they want a system that is, above all, fair, simple and affordable.

Fair so that people get the support they need wherever they are in the country.

Simple so people know exactly what to expect and what they need to do to get help. Information and advice must be readily available to those who need it, when they need it.

Affordable so that nobody misses out on the care they need. Surveys tell us that up to half of us think that care will

Those on the front line of care and health service delivery have a huge part to play in creating a National Care Service

be free. But it's not. Care and support costs can be very high: a 65 year old can expect to have to pay on average

£30,000 for their care during retirement.

Many people will pay much less than this. Some people can live to be 90 and never need care, but many of us will also know people who develop a condition like Alzheimer's and have to spend eight or 10 years in a care home, which can cost hundreds of thousands of pounds.

The debate we need to have is about how we balance what it is fair for everyone to pay, against the need to protect people from having to pay huge costs.

These are big questions that we must answer together as a nation, and those on the front line of care and health service delivery have a huge part to play in creating a National Care Service. I urge you all to get involved in the Big Care Debate, there are many and varied ways of doing so, which are detailed at the back of this bulletin. This is a historic opportunity to change the lives of people for generations to come.

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The case for change

There are several reasons why the care and support system needs radical reform.

Demographic change

The number of adults who need care is growing, and will continue to do so. This is due to the increase in the number of disabled people, and to rising life expectancy across the whole population.

By 2026, 1.7 million more people each year will need care and support than currently. Traditionally, state care for older people has been funded by people who are still working. But as the number of people who need care rises, there will be fewer people of working age to support them.

As things stand, we do not have the funding or capacity to meet this demand.

Rising expectations

People rightly expect more from services now than ever before. They want to be partners in their own care – they want to choose what services they receive, and to have a say in how and where they receive them. They want care packages that are tailored to their needs and preferences, rather than have to bend to fit an inflexible system.



Perceived lack of fairness

Under the current system a person's care needs, and the amount of care they receive, is decided at local level. This means that, due to different local factors, local authorities around the country offer different criteria for and different standards of care.

Lack of clarity

The current care and support system is made up of many and varied bodies, some public, some private and some charitable. These organisations do not always communicate with each other, and this can make the system look very

complicated and daunting, particularly to those who are at a time of need in their lives.

Inefficient use of money

Many people have told us that they are concerned that taxpayers' money is not always used efficiently within the care sector. For example, the lack of 'joined-up' working by service providers can lead to needless and expensive duplication of services.

The Government has already begun a programme of change through *Putting People First*. This has started to make a real difference to the way that care and support services are run.

However, it is not designed to provide a long-term solution. It does not address issues such as the local variability in the system, the high number of people who get no support from

the state, and the fact that the way the system is currently funded will not be adequate as the number of people who need care increases.

It is for these reasons that the care and support system needs radical reform.

When the current system was designed in 1948, life expectancy was 66 – today it is 78

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What is in the Green Paper?

To address the challenges set out in the previous section, the Green Paper describes six things that the Government thinks every adult should be able to expect from the National Care Service.

● **Prevention services.** The right support to help you stay independent and well for as long as possible and to stop your care needs getting worse.

● **National assessment.** Wherever you are in the country, your care and support needs will be assessed in the same way and you will have the same proportion of your care paid for.

● **Joined-up services.** All the services that you need will work together smoothly, particularly when your needs are assessed.

● **Information and advice.** You can understand and find your way through the care and support system easily.

● **Personalised care and support.** The services you use will be based on your circumstances need, preferences and desired outcomes.

● **Fair funding.** Your money will be spent wisely and everyone who qualifies for support will get some help meeting the cost of care and support needs.

There are many difficult decisions to

be made about how we make these aspirations into reality.

Funding

We will need to decide where the responsibility for paying for care rests, between the individual, the State and the family. We will need to decide how to prioritise the spending of taxpayers' money so that it is used as effectively as possible.

However, this will not be enough. We will need to spend more money to meet the demands and expectations of those needing care in the future. We need to agree the fairest way to bring in the extra funding.

There is a range of ways that this could be achieved, from people paying more for their own care privately, through a partnership between individuals and the state, to insurance options with increasing degrees of coverage.

The Government has looked at a whole range of funding options. In the Green Paper it suggests the following three:

PARTNERSHIP You will be supported by the Government for around a quarter to a third of the cost of their

care, more if you have a low income. This system would work for people of all ages.

INSURANCE The Government will cover a quarter to a third of the cost of care, and also make it easier for you to take out insurance to cover remaining costs. This system would work for people over retirement age.

COMPREHENSIVE Everyone pays into a state insurance scheme, whether or not they need care, and everyone gets care free when they need it.

National versus local

The Green Paper also proposes that we should move towards more national consistency over who gets state care and support funding, as this will mean a fairer system.

However, it still sees a vital role for local government, so there needs to be discussion over the balance of responsibilities between local and national government. For example, national Government could decide levels of need nationally, while local authorities decide how much it provides for each category.

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What it means for the workforce

To create a new care and support system, one that enables everybody to access the high quality care they need, we need to make changes to the ways care and support is provided.

These changes will affect thousands of organisations, and the staff working in them, around the country. All of these organisations and their staff will be central to a change of culture to make care and support reform a reality.

Three key changes

We think there are three main changes that we need to see to achieve our vision:

● More joined-up working

We need services that will keep people well for longer. They should also help people with ongoing care needs to stay at home, if this is what they want, and maintain their independence. One way of doing this is through better joined-up working between health, housing and social care services and between the care and benefits support systems.

● A wider range of services

As people begin to have greater choice over the care they receive, they will need to have a range of services to

choose from. We need to help local authorities ensure that the care and support available in their area support innovative and high-quality care.

Local authorities should also understand how services will need to adapt.

● Better quality and innovation

There are many ways of improving quality, and those delivering services have a vital role to play. Staff must have the right training and skills to provide the care that people want. We also need to make sure that services are based on the best and most recent information about what works. We need to make sure that this information is available and that it informs the decisions made by commissioners and people using care and support services.

New demands, new skills

We know that as more and more people need care, and the number of people with complex conditions such as dementia increases, we will need many more staff. The skills they

need may also change.

Development of the workforce is at the heart of the Government's concern with quality. The Department of Health published a Workforce Strategy in April 2009, setting out the key priorities for the reform of the workforce. Over the next few months, the Department will develop an action plan for the medium and long term. This will bring together key partners in the social care sector and elsewhere.

We will need to work with care providers, staff and organisations that provide training for care workers to make sure staff have the skills they need. We will also need to work with the Financial Standards Authority and others to consider how we can make sure there are enough people who can give financial guidance.

The task for the coming years will be to examine how we can learn from the people and organisations who are already providing care. We also need to ask how we can use this to strengthen the care and support system.

We have committed an extra £520 million over 2008-11 to support councils to radically transform services and improve choice and control via the Social Care Reform Grant.

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Get involved in the Big Care Debate



The Big Care Debate will run until 13 November. There are plenty of ways for you to get involved.

There is a toolkit available on the care and support website to help you and your staff or stakeholder groups hold your own events and respond to the consultation.

We are hosting 36 stakeholder events, supported by public roadshows, all over England (see [page 6](#) for details). These will offer care service providers with the opportunity to discuss the Green Paper in the presence of

Ministers and/or senior members of DH staff.

Stakeholders will also have a dedicated online forum where they can discuss set topics around the Green Paper.

Everyone can comment on the Green Paper online, through the [website](#) and on a web-optimized version of the Green Paper which will allow people to comment beside the text.

People will be directed to the website from dedicated sections on Teletext and Virgin Freeview, and they will be able to access information via Directgov on

their mobile phones.

There will be leaflets in GP surgeries, pharmacies and other public places. These will contain questions which you can answer and return to the Department of Health.

We are on [Facebook](#) as Care and Support, there will be polling and discussion on our page. We are also on [Twitter](#).

We are planning a series of webchats over the coming months, so keep an eye on www.careandsupport.direct.gov.uk for updates.

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The Big Care Debate events

There will be a series of regional stakeholder events up and down the country. Find details at www.careandsupport.direct.gov.uk. Register for your nearest event at www.coievents.co.uk/careandsupport

South East

- **Reading** Thursday 23 July
13.00-16.30
- **Reading** Thursday 23 July
17.00-20.30
- **Tonbridge** Friday 24 July
13.00-16.30
- **Tonbridge** Saturday 25 July
09.30-13.00

West Midlands

- **Stafford** Thursday 30 July
13.00-16.30
- **Stafford** Thursday 30 July
17.00-20.30
- **Birmingham** Friday 31 July
13.00-16.30
- **Birmingham** Saturday 1 August
09.30-13.00

North East

- **Darlington** Thursday 3 September
13.00-16.30
- **Darlington** Thursday 3 September
17.00-20.30
- **Newcastle upon Tyne** Friday
4 September 13.00-16.30
- **Newcastle upon Tyne** Saturday
5 September 09.30-13.00

East Midlands

- **Lincoln** Thursday 10 September
13.00-16.30
- **Lincoln** Thursday 10 September
17.00-20.30
- **Leicester** Friday 11 September
13.00-6.30
- **Leicester** Saturday 12 September
09.30-13.00

North West

- **Carlisle** Thursday 17 September
13.00-16.30
- **Carlisle** Thursday 17 September
17.00-20.30
- **Manchester** Friday 18 September
13.00-16.30
- **Manchester** Saturday 19 September
09.30-13.00

East of England

- **Bedford** Thursday 24 September
13.00-16.30
- **Bedford** Thursday 24 September
17.00-20.30
- **Norwich** Friday 25 September
13.00-16.30
- **Norwich** Saturday 26 September
09.30-13.00

Yorkshire and the Humber

- **Hull** Thursday 16 July
13.00-16.30 and
- **Hull** Thursday 16 July
17.00-20.30
- **Leeds** Friday 17 July
13.00-16.30
- **Leeds** Saturday 18 July
09.30-13.00

South West

- **Exeter** Thursday 8 October
13.00-16.30
- **Exeter** Thursday 8 October
17.00-20.30
- **Bournemouth** Friday 9 October
13.00-16.30
- **Bournemouth** Saturday 10 October
09.30-13.00

London

- **London** Thursday 15 October
13.00-16.30
- **London** Thursday 15 October
17.00-20.30
- **London** Friday 16 October
13.00-16.30
- **London** Saturday 17 October
09.30-13.00

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What happens next?

The reforms envisaged in *Shaping the Future of Care Together* will represent a challenge for many organisations.

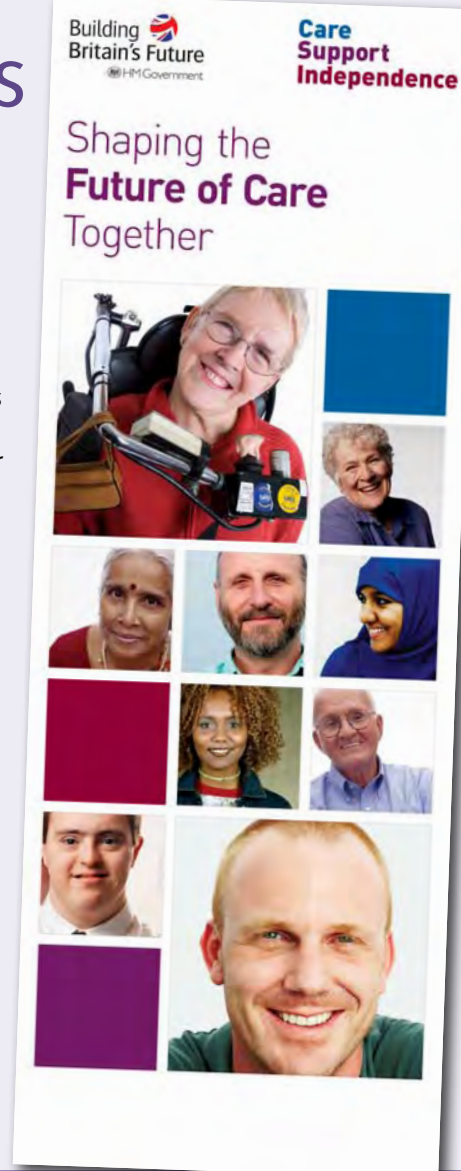
There is no universal, one-size-fits-all solution. No two areas, organisations or people are the same. There will be variations in the kind of system needed in different parts of the country, just as each service user has their own preferences in how care and support is provided for them. The reforms we implement must be sensitive to this.

We know that the current system is unsustainable.

Often the front line is where the cracks in the system are most visible. The workforce see the system's shortcomings and their results close up, and bear the brunt of complaints.

That is why it is vital that you join the Big Care Debate and have your say on how reforms are implemented. You are in a unique position to define exactly what is required for the people and the communities you serve. It is you who deliver the care, so you are well placed to advise on how it should be done.

We need your input to help shape the new National Care Service.



Contact us

To see the Green Paper on the reform of adult care services in England, and to get involved in the national debate, visit www.careandsupport.direct.gov.uk. Here you can read more, watch videos, and to have your say.

Copies of the Green Paper can be ordered at www.orderonline.dh.gov.uk or downloaded from the DH website at www.dh.gov.uk.

Contact us by email on careandsupport@dh.gsi.gov.uk or by post to Green Paper Team, Room 149, Richmond House, 79 Whitehall, London SW1A 2NS. We are also on Facebook and Twitter as Care and Support.

