

Chapter 13: Managing adult social care

This lecture introduces the law relating to what is described as the service user's journey through the care system. It covers, as the outline makes clear, assessment, eligibility, planning, the vexed subject of resources and provision and the systems for managing quality.

Slide 3 provides an example of how to do the processes well. Perhaps you can locate other guidance which would be helpful. The document is available here <https://www.thinklocalactpersonal.org.uk/assets/Resources/SDS/TLAPCareSupportPlanning.pdf>

Slides 4 and 5 look at assessment and references the Act and the statutory guidance. It emphasizes the purpose of assessment, as well as how to carry out an assessment and what to do if someone refuses an assessment.

Slide 6 and 7 look at eligibility for care services – the statutory framework amplified by the regulations.

Slide 8 looks at personal budgets and stresses that this is now on a statutory footing. Prior to the Care Act it was good practice and general policy. Now there is a statutory scheme. It also considers how personal budgets can be calculated.

Slide 9 looks at the next step, the statutory provisions covering the planning of care.

Slide 10 looks at the systems for managing quality. Perhaps you can ask the students why quality provision cannot be taken as read! So note, there is the statutory scheme, the work of the local government ombudsman and finally the role of the Care Quality Commission.

Slide 11 looks at the impact of Covid-19 on the CQC and the Local Government and Social Care Ombudsman.