Dear Customer

**West Sussex Care and Support at Home**

West Sussex County Council and NHS Continuing Healthcare are reviewing how we purchase care and support for adults with eligible social care needs who are living at home. We have developed proposals for new care and support arrangements and this letter is to explain the details.

**We do not expect that the service you currently receive will change as a result of the new arrangements.**

Earlier this year, we spoke to some people who receive care and support at home to understand the things that are important to them. We also engaged with providers of the service. What they told us has helped us to develop a set of proposals for the new care and support at home arrangements. These are set out below.

**Proposals for future arrangements**

The proposals for the future of care and support at home focus on how services will be purchased across the county and how they are delivered to customers. The proposed changes include:

- **Supporting people through focussing on their capabilities and their support networks - a strengths-based approach.** We want people to feel safe and supported within their own homes and in their communities.

- **Outcomes-based services.** This means focusing on supporting people to achieve the goals or outcomes that are important to them and the way they want to live, rather than focusing on delivering a service for a set amount of time. We would like providers to support people to live at home for as long as possible.

- **Place-based services.** We want to ensure that services continue to be available to people across the whole of West Sussex. Local communities are all different and we want to reflect a more local approach to purchasing services from local providers. The way we propose to do this will ensure that people can receive the care
and support that they need wherever they live within West Sussex.

• Continuity for people already receiving a service. New arrangements are expected to start in 2021 and we will work with providers to minimise any disruption so that most people will not have to change their provider as a result of these proposals.

We are now inviting individuals and organisations with an interest in care and support at home to share their views on our proposals. To do this, we have developed a short survey.

If you would like to complete the survey, you can do this online at:

www.westsussex.gov.uk/csh

If you would prefer to complete a paper copy of the survey, please contact the Adults Commissioning Team by phone on 03302 224145 (calls charged at a local rate) or by email at adultscommissioning@westsussex.gov.uk. Other formats of the survey, for example Easyread and large print will be available on request. We will also send you a pre-paid envelope for you to return your completed survey.

The survey is running from 9 August until 15 September 2019. Your views will help to inform the decision about the proposals, which will be taken by Amanda Jupp, Cabinet Member for Adults and Health in November 2019.

If you have any queries, please contact Sue Tivey, Senior Contracts Officer by email at adultscommissioning@westsussex.gov.uk.

Yours faithfully

Juliette Garrett  Commissioning Manager