

Practice Framework – Adult Social Care

2026-2028



Introduction

This document has been co-produced by Adult Social Care staff and people who draw on services. It was created in 2019 and updated in 2023 and 2026. This practice framework was underpinned by The [Shropshire Plan](http://www.shropshire.gov.uk/the-shropshire-plan-2022-2025/) (www.shropshire.gov.uk/the-shropshire-plan-2022-2025/) and it is anticipated that it will be underpinned by the Corporate Plan which is in draft and due to be published in May 2026.

Shropshire Council Values

Shropshire Council has agreed the following values:

Shropshire Council

Our Values

Shropshire Values: PROUD

Our Values: What guides our actions, behaviours and decisions

Our values enable us to work as One Organisation, One Plan and One Place.

Underpinning our plan is our commitment to the organisations core values which drive our culture.

We'll bring these values into everything we do. This means building strong partnerships, developed by good relationships, working together, with respect, creating opportunities, seeking understanding and developing a Can-Do Culture with high standards.

Leaders will help us innovate and grow and supporting new ideas and drive transformation. We'll encourage open conversations, give regular feedback, and celebrate when things go well. Training, development and clear communication will help everyone understand and live our values.

Changing our culture will take time and everyone's effort. It's not just one goal—it's about all our plan working together to enable Shropshire to flourish.

Partnerships

We recognise the importance of partnerships and are committed to fostering collaborative relationships, working closely with others to achieve shared goals.

- One Organisation
- Working Together
- Public Service
- High standards
- Lead by example
- Staff Engagement
- Clarity and Transparency

Respect

Valuing every person, listening openly, working as one team, and challenging ideas with kindness. We foster inclusion and keep our promises to build a positive environment for all.

- One team
- Listen
- Challenge with Warmth
- Equality, Diversity, Inclusion and Belonging
- Deliver on Promises
- Environment

Opportunities

We believe in creating opportunities for all, supporting learning, innovation, and growth. By enabling change and growth we strengthen what we do.

- Learning Organisation
- Encourage Innovation
- Drive Quality
- Embrace curiosity
- Be Open to Change
- Offer and seek feedback
- Enable Opportunities for Residents

Understanding

Understanding is at the heart of how we serve Shropshire, our residents, and our workforce.

- One Vision
- One Plan
- Clarity of Expectations
- Communicate Openly
- Enabling Communities through Understanding
- Understand the bigger picture

can Do

We foster a can-do attitude by proactively finding solutions, empowering others, removing barriers, driving positive change, taking responsibility, acting quickly, and celebrating success.

- Be a Can Do Council
- Enabling approaches
- How Can We Help
- Take responsibility for actions
- Be Proactive
- Respond quickly
- Celebrate Success

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The general duty of a local authority, in exercising its functions under the Care Act, is to promote the individual's wellbeing. At Shropshire Council the following principle is at the heart of this vision.

“We place adults at the heart of everything we do, treating them with respect, trust and compassion, and supporting their wellbeing to live fulfilling lives”

To achieve this:

- **We will** work with experts by experience to co-produce our work.
- **We will** ensure that everyone has access to information and advice that supports their wellbeing.
- **We will** ensure information, advice and guidance is accessible and available through a range of options, such as online, by phone, through face to face appointments, or where required through pre-arranged home visits.
- **We will** work with people and communities to avoid the development of needs for care and support and to intervene early to help people stay well.
- **We will** ensure that there are resources available, such as assistive technology, to enable those with social care needs to maximize their independence and wellbeing.
- **We will** deliver services that enable people to gain or regain skills to help them to live independently.
- **We will** support people in the short term whilst expecting that, wherever possible, people will support themselves in the longer term.
- **We will** work with young people in their preparation for adulthood, enabling them to plan for the future with their families and carers.
- **We will** work with individuals and families in times of crisis.
- **We will** support people with care and support needs to live a life that's free from harm and abuse in line with their own wishes, feelings, and aspirations.
- **We will** ensure people who cannot easily communicate their needs are supported so that their voice can be heard.
- **We will** recognise and enable unpaid and family carers to continue with this vital role whilst also supporting them to achieve their own aspirations and maintain their own wellbeing.
- **We will** encourage neighbours, citizens, and communities to look out for one another.
- **We will** continue to develop our understanding of people's diverse backgrounds strengths, needs and preferred choices, gaining feedback to improve the quality of services.

It starts with you.

You first, you know yourself best. Consider what works for you to help keep you healthy, and safe. Consider what is important to you to keep you happy and content

Family friends and others

Your friends, family, neighbours and community also know you well. Explain to them what you want; they may be able to support you.

Your community

Consider the resources and people available in your community, such as local groups and clubs. Look for ways in which your community could support you.

First point of contact

You may need a bit more help and advice at times. We can provide information and guidance and tell you what else is available. If needed, we can put you in touch with specialist teams such as the Social Work and Occupational Therapy

Specialist assessment, guidance and support

Once referred to a specialist team we will work with you to further understand your needs, the support you require, and how we can help. The outcome of this will differ depending on the circumstances

We recognise that lives are often complex with people not always following a path such as the one we are describing here, instead joining and leaving at different points.

We will know when we have been successful when we see:

Communities which are resilient and able to support people to continue to live their best life.

- A vibrant Voluntary, Community and Social Enterprise (VCSE) sector offering a diverse range of preventative services and an increased pool of volunteers across Shropshire.
- People with care and support needs living as independently as they are able in their community, in a place they call home.
- A range of options is available for people within their communities which they can access for information and support.
- Carers are able to access information and advice on how to access support where required.
- High quality information is available through the Shropshire Council website (e.g. [Shropshire-2026 EbookL.Res .pdf](#), [Welcome to the Shropshire Together Community and Family Directory - Shropshire Together Community Directory](#) and First Point of Contact, giving people easy access to appropriate information and advice.
- Where needed you will be able to access advocates (in the absence of family or friends) who will support you to make your wishes known.

Social Care needs which are prevented from developing or reduced.

- People are able to access social prescribing, community hubs, and further specialist advice.
- People are able to regain independence following short-term care and support.
- Young people are being supported as they prepare for adulthood.
- The number of safeguarding adult reviews and domestic homicide reviews is reducing with evidence that we have developed our services in line with the learning.
- You will be able to live a life that's free from harm and abuse in line with your own wishes, feelings, and aspirations
- Your background (such as gender, ethnicity, age, history) will be respected within conversations, assessments and support planning
- We will see an increase in the take up and use of technology enabled care (TEC)
- Individuals and carers are making plans for their future, such as appointing Lasting Power of Attorneys.
- You will be able to develop your own life skills to enable you to live independently and manage your home and wellbeing

Meeting people's needs through a creative approach to care

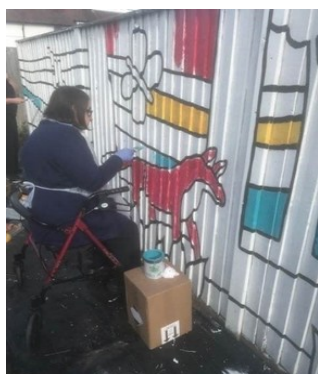
- We will prioritise our work to ensure that we are able to respond to individuals and/or carers in a time of crisis.
- Care Act assessments and Support Plans are co-produced with the adult/carer who we are here to serve and reflect their strengths, values, wishes and aspirations.
- You will be given the opportunity to co-produce work where you have expertise through your lived experience.
- We will continue to establish new and innovative ways to provide care and support.
- We offer and promote Direct Payments with a view to increasing the number of people who are receiving these.
- Positive feedback from call back reviews and peer reviews of services showing that services are proportionate and timely.
- Our Social Care survey shows an increase in the proportion of people who draw on social care who report feeling safe and having control in their lives.

Adult Social Care has developed 7 principles to guide staff in their practice. These are based on the work of Social Care Future¹.

We will support adults, carers and families, to:

- Lead the life they want to live.
- Live in a place that they call home.
- Be part of a healthy, safe community where they belong.
- Share power equally between partners.
- Ensure that they are protected and safeguarded from harm.
- Use resources well.
- Provide opportunities to learn which are diverse and inclusive.

In order to uphold the principles our staff will work alongside those who draw on support to co-produce the assessments and support plans. They will be **Creative**, **Caring** and **Conscientious**.



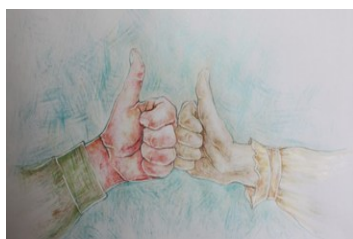
Creative

I will value your diversity, knowledge, life experience and skills and focus on developing your strengths.

I will be familiar with what is happening in the local community and work creatively with you to identify opportunities to help you live the life you want and plan for the future.

I will work with you and your chosen support networks to be creative in identifying what it is you need, what you want to do, and what your hopes and dreams are.

I will keep my knowledge and skills up to date.



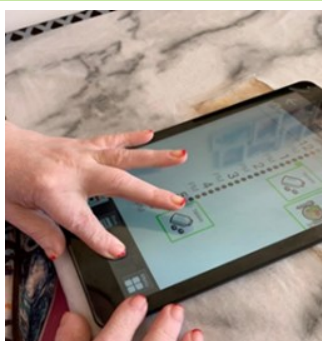
Caring

I will respond to your query in a helpful and timely way.

If unable to help you I will find the right person that can.

I will communicate in a way which works for you making sure I listen carefully and that we both understand the purpose of our discussion.

I will provide information in a way that works for you.



Conscientious

I will make sure you know who I am and how to contact me if you need to.

I will explain what I am doing and do what I say I will in agreed timeframes.

I will be sensitive with your personal information, seeking approval to share when appropriate.

¹ [Home - Social Care Future](#)



My Pledge

I will ensure you are at the heart of everything I do.

I will be open and honest with you and respect your views.

I will work alongside you to improve your quality of life and overall wellbeing.