

Adult Social Care Assessments Improvement Toolkit

for Local Authority Assessments

Governance, Leadership, and Culture

The set of values, attitudes and behaviors held by those who work in adult social care assessments, impacting how the local authority operates and makes decisions, and how it is perceived internally by staff, and externally by people, including people who draw on care and support, and carers.

Question 1

To what extent does your leadership and culture empower practitioners to secure better outcomes for people, considering values, training, wellbeing, and job satisfaction?

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Question 2

To what extent are cultural competency, strength-based, bottom-up, and people-centred approaches embedded in your organisation, including outcome-driven key performance indicators, incentives, and a sense of ownership among practitioners and partners?

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Question 3

To what extent does your leadership and culture promote knowledge sharing and joined-up working, including multi-disciplinary team collaboration, evidence-based practice development, preventative support approaches, and knowledge management solutions?

Tool cards

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[The practice of collaborative leadership](#)

Question 4

To what extent does your leadership and culture support empowered decision-making in adult social care assessment teams, considering autonomy, psychological safety, and learning from outcomes?

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Question 5

To what extent does your local authority have the right governance and accountability structures to drive change in the adult social care assessment service, including shared objectives and alignment between strategy, departmental goals, personal performance, and outcomes for people?

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Vision and Purpose

A statement that is aligned with the Care Act and represents your core values and objectives for how adult social care assessments should be done including for example, high-quality and person-centred care. This is co-produced with adult social care assessment stakeholders.

Question 1

To what extent does your current vision and purpose for adult social care define 'what good looks like' for adult social care assessments?

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Question 2

To what extent do your current service performance indicators align with 'what good looks like' for adult social care assessments?

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Question 3

To what extent can you measure, learn from, and evidence the impact of your adult social care assessments on your stakeholders against desired outcomes?

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People who Draw on Care and Support, and Carers

This includes the perspective of people and carers who interact with adult social care assessment process and how they find this process. This can include for example, those with lived experience of adult social care assessments, or those who seek information on adult social care assessments provided by the local authority.

Question 1

To what extent do people who draw on care and support, and carers in your local authority have access to holistic, consistent, up-to-date, and accessible information and support across all service stages (from the pre-front door to an assessment being completed)?

What to consider

Consider the adequacy and clarity of information, advice and guidance at pre-front door and front door stages, focus on prevention, independence, and better outcomes, visibility of next steps, minimised repetition, realistic timelines, and alignment across service channels.

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[Bridgit Care](#)

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[Digital discharge to assess](#)

[Let's Talk Local](#)

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Question 2

To what extent does your local authority maximise people's independence and self-service opportunities throughout the adult social care assessment process?

What to consider

Consider processes that manage expectations and focus on prevention, such as early financial eligibility estimates to avoid unnecessary lengthy assessments.

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Question 3

To what extent are people who draw on care and support, and carers in your local authority involved in the designing of their care options?

What to consider

Consider co-designing processes with people, carers, and families, and the extent to which your local authority matches people with the right care rather than merely providing options.

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[Asset based approaches in adult social care](#)

[Let's Talk Local](#)

[Outcome and Support Sequence](#)

Practitioners, Workforce, Providers, and Partners

This focuses on your approach to creating an optimal workforce that can conduct efficient adult social care assessments. This can focus on for example managing your workforce through an attention to development, joined up working and providing clear roles and responsibilities for staff and providers. The approach can also look at how your workforce conduct assessments using what methods.

Question 1

To what extent has your local authority adopted a people-centred strength and asset-based approaches to adult social care assessments?

What to consider

Consider your local authority's understanding of those you serve, use of 'personas' and 'user journeys' for tailored support, forecasting, effective signposting and holistic information, advice and guidance, the quality of partnerships and extent to which practitioners and partners co-create care packages with people.

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[User Journeys](#)

Question 2

To what extent does your local authority provide adult social care assessments in a joined-up manner for efficiency and effectiveness?

What to consider

Consider the use of multi-disciplinary teams, data capture and analysis to identify patterns, prevent escalation of needs, and effective data sharing across teams and partners.

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Question 3

To what extent do you support practitioners, workforce, providers, and partners with adequate training, access to information, and knowledge sharing to deliver a people-centred, asset-based, and joined-up service?

What to consider

Consider the effectiveness of identifying training needs, onboarding, continuous training, and how training helps secure better outcomes for people.

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[Developing your workforce](#)

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Question 4

To what extent do practitioners, workforce, providers, and partners have clearly defined roles and key performance indicators to maximise their skills in supporting people?

What to consider

Consider how practitioners focus on valuable conversations with people who draw on care and support rather than on administrative tasks.

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Service Delivery Model

A model that visually presents your local authority's adult social care assessment pathway from the perspective of people who draw on care and support, and carers. The visual model can help local authorities understand the role of stakeholders in the process as well as simply depict how you do your adult social care assessments.

Question 1

To what extent do all your adult social care assessment stakeholders understand and position themselves within your adult social care assessments service delivery model?

What to consider

Consider existing frameworks, widespread comprehension, and its ability to drive action and improvement.

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Question 2

To what extent is your local authority effectively collaborating with local care organisations, champions, GPs, etc., to manage demand and workload for adult social care assessments, and to offer integrated care and support?

What to consider

Consider local resources, their current and potential roles, and the optimisation of partnerships for a more effective service.

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Question 3

To what extent does your adult social care assessment service model encompass pre-front door, front door, and pathways for those deemed ineligible for care (due to a variety of reasons) at any stage?

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Functional Processes

Within your visual model of what the adult social care assessment pathway looks like, functional processes focuses on the individual tasks that need to be completed in each stage of the assessment pathway. This looks more specifically at the day-to-day tasks completed by your workforce to move people and carers across the assessment pathway.

Question 1

To what extent do your adult social care assessment stakeholders understand their day-to-day roles and the processes they need to complete to deliver adult social care assessments and that underpin the service delivery model?

What to consider

Consider clarity of responsibilities for care providers, practitioners, workforce, partners, leadership, people who draw on care and support, and carers, care recipients, and carers.

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Question 2

To what extent does your local authority provide a centralised knowledge hub for stakeholders to access guides, process information, org. charts, and performance data?

What to consider

Consider accessibility, user needs, ownership, and performance metrics.

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Question 3

To what extent do your quality assurance and risk management processes support improvement of the adult social care assessment services?

What to consider

Consider risk identification, tracking, mitigation strategies, governance, and accountability.

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Question 4

To what extent do your care and support review mechanisms prioritise improved outcomes for individuals?

What to consider

Consider review frequency, consistency, quality, and requisite skills for effective assessments.

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Question 5

To what extent do your processes manage demand at the front door and throughout adult social care assessments?

What to consider

Consider resource allocation, triage efficiency, and pathways for accessing alternative support for ineligible individuals.

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Technology, Data, Information and Tools

This looks at how you embed digitisation and data into the way you do your adult social care assessments. This can include for example, automation of processes, data gathering and analysing and digitisation of assessment processes.

Question 1

To what extent does your local authority utilise data and tech for enhancing independence during adult social care assessments?

What to consider

Consider self-serve options, form digitisation, and early access to assessment status and financial eligibility.

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Question 2

To what extent does your local authority capture, analyse, and utilise data to identify coverage gaps, trends, assess care effectiveness, and forecast demand?

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Question 3

To what extent does your local authority employ tech solutions to digitise admin tasks to enhance practitioner interactions with people?

What to consider

Consider automated note-taking, form pre-emption, and resource searches.

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[AskSARA](#)

[Bridgit Care](#)

[Care cost calculators: financial estimators](#)

[Magic notes](#)

[Online care needs self-assessment: alternative front door](#)

[Online care needs self-assessments: self-serve](#)

[User Journeys](#)

Question 4

To what extent is your data and information integrated across local authority departments, Public Health and Voluntary, Community, Faith and Social Enterprise Alliance partners in a way that supports streamlined service delivery?

What to consider

Consider knowledge sharing protocols, case handovers, and reducing administrative burdens.

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Continuous Improvement

This focuses on how you regularly monitor, review and gather feedback from stakeholders on how you conduct your adult social care assessments. This also includes how you act upon such feedback to tackle challenges and solutions to improve your assessment process.

Question 1

To what extent does your local authority have embedded continuous improvement processes across all elements of the areas of improvement, capturing data, focusing on performance, and establishing accountability structures?

What to consider

Continuous improvement initiatives, such as implementing best practices, innovation, capacity building, demand prevention, and improving care accessibility.

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Question 2

To what extent does your local authority identify both short-term fixes and longer-term strategic opportunities for improve adult social care assessment processes, aligning with service roadmaps and objectives?

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Question 3

To what extent does your local authority regularly capture feedback from all stakeholder groups, including people who draw on care and support, carers, practitioners, and partners, to co-create robust service reviews and identify improvement opportunities?

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Question 4

To what extent does your local authority measure and capture the outcomes and impact of provided care and support on people's independence, ensuring alignment between expected outcomes and actual support provided?

What to consider

Consider knowledge sharing protocols, case handovers, and reducing administrative burdens.

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Question 5

To what extent are your service performance management processes aligned with your sector partners and Providers?

What to consider

Consider continuous improvement initiatives, such as implementing best practices, innovation, capacity building, demand prevention, and improving care accessibility.

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