

Transforming Social Care



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Transforming Social Care

The vision for reforming social care

1. Personalisation – “The way in which services are tailored to the needs and preferences of citizens. The overall vision: the state should empower citizens to shape their own lives and the services they receive”.
2. What does personalisation mean for social care?
 - Everyone who receives social care support will have choice and control over how that support is delivered.
 - Common assessment of individual social care needs - emphasis on self assessment.

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Making personalisation a reality

- Personalisation involves whole system change
 - Strong local leadership
 - Cultural shift
 - Change Management
 - Partnership working with NHS and across statutory, voluntary and independent sectors.

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Personal budgets

- For all those eligible for publicly funded adult social care
- “Clear, up-front allocation of funding to enable users to make informed choices about how to meet their needs”.
- Options:
 - All or part of personal budget as direct payment
 - If ‘DP’ – employ staff or purchase support from an agency, or Council continues to directly pay for support plan
 - Ability to make choices applies to all care settings.

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Role of Social Workers

- Focus on advocacy and brokerage rather than assessment and 'gate keeping'
- Move from care being determined by a professional to person centred planning → self-directed care
- The user is "best placed to understand their own needs and how to meet them".

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Workforce Development

- Personalised adult social care – major implications for workforce
- Changing user expectations
- Workforce needs to change radically to meet challenges
- Raising skills across all sectors (Putting People First)

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Workforce Development

- Engagement of front-line staff and managers in change process – ensuring they have the skills to deliver
- Workforce development strategies – co produced, co-developed and co-evaluated
- Development of Social Care Skills Academy – leadership, management and commissioning skills.

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Workforce Development

- Grants for NVQ training and development of human resource capacity and capability in Councils.

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Social Care Reform Grant 2008/9 – 2010/11

Purpose

To support councils in making the transformation

Allocation to LBR

2008/9	£381k
2009/10	£887k
2010/11	£1.090m

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Core Components to be in place by 2011

- Integrated working with NHS and wider Local Government partnerships, harnessing resources across whole system
- Commissioning strategy – quality, dignity, choice, control, balanced investment in prevention, early intervention, enablement and care and support for complex needs
- Universal, ‘joined up’ information, advocacy and advice service (‘First stop shop’)
- Framework for proportionate contact and needs assessment – ‘no wrong door’ approach.

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Core Components to be in place by 2011

- Mainstream person centred planning and self-directed support
- Simple, straightforward personal budget system
- Maximise choice and control plus increased uptake of direct payments. (LAA targets to be set)
- Appropriate mechanisms and training in place to enable family members and carers to be involved as 'care partners'.

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Core Components to be in place by 2011

- Framework to enable users to exercise choice + control.
 - Strategy to develop user led organisations
- Mechanisms to enable individuals to make supported decisions based on appropriate 'safeguarding' arrangements – supported by 'Champions' network
- Active membership of local/regional personalisation networks
- Effective local information systems – monitor inputs, outputs, outcomes and 'QA'.

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Core Components to be started by 2011

- Market development and stimulation strategy and delivery action plan
- Workforce capable of delivering choice and control – able to work with people enabling them to manage risk and resources.

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3 Year Implementation Programme for LBR

Core Programme Management

- Transforming Social Care Planning Group
- Transforming Social Care Board
- Programme Manager
- Transforming Social Care Programme – Service Developments
- Workstreams – outcome focused with timeframes
- Communication and consultation processes
- Awareness raising, workforce development and training
- Framework for user, carer involvement
- Partnership approach

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DRAFT PROGRAMME – SERVICE DEVELOPMENTS

1. Building Personalised/Self-Directed Care

- Re-modelling assessment and care management
- Common assessment framework, self-assessment + person centred support plans
- Develop processes + procedures
- Implementation of Version 6 CareFirst system
- Implement a system of personal budgets
- Develop 'participating in personalisation' networks
- Create a framework for 'choice and control'

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2. Re-Modelling of Commissioning

“A strategic balance of investment between enablement, early intervention, prevention and providing intensive care and support for those with high-level complex needs.”

- Revised commissioning strategy and market development
- Procurement and implementation of new home care contracts (inc. enablement service)

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3. Develop integrated early intervention services for well-being

- Work with PCT to introduce local “polyclinics”
- Further joint development of:-
 - Long term conditions management
 - Intermediate care
 - Hospital discharge services

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4. Establishing a workforce that is fit for purpose

- Build on work undertaken on CSIP Workforce Framework
- Continued expansion and development of Redbridge Learning Collaborative
- Re-design job roles, set competencies and ensure training is in place across care sectors
- Implement learning and development initiatives for staff across care sectors

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5. Developing Sustainable Communities

“An established mechanism to ensure that views and experiences of users, carers and other stakeholders is central to every aspect of the reform programme”

- Community Strategy
- Consultations with Redbridge '50 years plus' forum, user, carer and community groups
 - Increase awareness of social care issues, get feedback and promote partnerships
- Service users and carers as key partners
- Promote user led organisations

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6. Creating a universal information and advice service

- Update Community Care information strategy
- Stock take information and advice services
 - Creation of 1st stop service (partnership)
- Review service directories
 - Produce an integrated service directory

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7. Further improvements to safeguarding adults

- Extension of choice and control and informed risk-taking – implications for safeguarding where there is vulnerability
- Review safeguarding procedures and provide training
- Establish network of 'safeguarding champions'

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