

Redbridge Learning Collaborative Quarterly Event

3rd July 2008

Notes from the Workshop Sessions (Three sets of notes received)

Questions for the group discussions:

1. How will the 'Transforming Social Care' Agenda affect the services of your organisation?
2. How will this change your workforce in terms of?
 - Values and Beliefs
 - Communications with internal and external Customers
 - Roles and Responsibilities
 - Skills and Attitudes
 - Procedures and Policies?
3. What can the Redbridge Learning Collaborative do to help you with this change?

Group 1 (scribe: Cheryl Gregory)

1) Responses (also incorporates question 2)

- Some already has affected – referrals have dropped.
- TP – affects training need (specific needs), don't want someone to be trained; want someone they like.
- Way forward residential care – D.P – specific to needs – activity planning, no continuity – had affect already on day centres
- Not everyone capable of making that decision on there own – advocacy – not meeting own potential.
- Had make informed decisions – when poor unable to?
- Supported Living – must be more overall cost than residential care and more control in residential care than supported living.
- The group felt that the change is to be a big mind field – difference between discussing it and actually carrying out.
- Is to be plus side e.g., can employ family and friends.
- The group talked about this being developed in other countries and how this differs? Success factors e.g., Australia and Canada.
- Worried about commissioning to care homes – many will face closure due to choice – as not being commissioned directly by local authority.
- Need to do more person centred planning and meet the needs of individuals.
- Already vacancies in care homes – the affect on the small bed homes will be huge!
- Qualification of the people provided services.
- The cut of money taken by the local council for the cost is developing and rolling this out.

3) What can RLC do to help?

- Information
- Resources
- Support
- Network
- Easy to read notes – bite size info on policies – info that can be passed on to PWUS
- Learning and Development
- Strategies.

Group Two

Q1.

- Signposting – better knowledge of services available
- Working in partnership
- Shift towards independence
- Issues for the families – training, education, change in attitudes, risk taking
- Realistic assessment
- Advocacy – Adults Rights Officer
- Financial abuse – and misuse of money
- Staff protection
- Risk to fail
- Cost implications for provider if money misuse
- Monitoring of services

Q2.

- Training for families and carers
- Private sector and voluntary are prepared the shift needs to come from L.A
- Common assessment

Group 3 (scribe: Susanna Corner)

Members:

- Strategy and Planning (Shahriar rep)
- Social Worker Jewish Care
- City and Guilds
- SW learning Disabilities
- SW Fostering Agency
- Recruitment Agency
- Residential nursing home
- Residential nursing home

- SW Jewish Care
- Domiciliary Care
- Domiciliary Care
- Residential Care Elderly
- Susanna Corner –Children’s Rep –scribe

1. How will the TSC agenda affect the services of your organisation?

- Insurance implications for company.
- Better credit control will be needed.
- NI and Tax for employees/now becoming self-employed
- Marketing implications
- More flexible with what companies provide e.g. cook, gardener and to be able to give the user the hours that they want.
- Financial implications
- What happens if user can’t pay (example given of a parent of a child who spent the money on a holiday and stage payments had to be arranged. Another example was given and the LA took back control)
- Funds not ring fenced.
- Training needs.
- Everyone not re-inventing the wheel.
- Training providers need to know what service users need –there will be a change in this.
- Forms/ policy/ procedures will change.

Key note –Management of funds by user.

2. How will the change affect the workforce?

Values and Beliefs: whole change to the service users values and beliefs. Change from we are the professionals, we decide to self-assessment.

- Communication: will change. Adds more cost to service. Another training element on top about empowering people. SW role will change more in terms of needing to engage more, know more about the client and work out support package.

Key note: need communication plan –this will be the key.

- Roles and Responsibilities: change, will need staff more communicative and task orientated. Roles will need to be re-addressed. Implies that employer will have fewer employees –as service user will employ them. Protection of service user? Protection of service provider? Concern about workforce skills and status etc will go down (as they will use relatives but not give care needed as not skills as don’t need to be registered). De-skilling. Lose workers.
- Skills and attitudes: as above

- Procedures and Policies: running separate elements of business –those to work with Local Authority and those to work with Service User. Will there be a difference in payment-to those via LA and those directly?
- What will stop the carer setting up on their own?

Key note: There will be more Adult Protection concerns. Concern about worker going in after a family member has been providing care and dealing with the mistakes that they may have made.

3. What can Redbridge Learning Collaborative do to help?

- Provide training.
- More information.
- Advance notice of training.
- Grants and funding.
- Funnel situation –draw issues e.g. bottlenecks and wider issues.
- Advocate on our behalf.
- Risk Assessment of new work
- Pilots needed
- Key Note : Be more engaged with Individual companies in the borough on a more personalised basis.

Post-it note (one received)

Implications for safety c/-
Vulnerable adults and employees