

The way we work is changing

Update from Michael Laing

We are changing Adult Care in Gateshead in a systematic and managed way. This is a key lesson from the CQC Inspection. We have always had high ambitions for Adult Care. We have well developed strategies and a clear vision for Adult Care. We are turning these ambitions into reality through a system of managed change.

In recent months we have made a good start in managing change. We have successfully introduced new policies and procedures on Personal Budgets, Assessment and Activities of Daily Living. We have involved staff in a Rapid Process Improvement Workshop to reduce waste and simplify systems.

We have more to do on Safeguarding, treating people with dignity, quality assurance, performance management and controlling our budget.

In summary, we have made a good start but we need to increase the pace of change and the consistency of implementation.

Thank You

Michael Laing
Director ASC

Update on personal budget Go Live



We went live with the new personal assessment form from 24th May. A lot of people contributed to the preparations that made this possible, including the 'virtual team' and team managers in adult social care, Joanne Wilson and the budget team for their work on the RAS, Veronica McHugh and the income and assessment team, and Laura Jane Straker from the communications team in the council for her work in developing the leaflets and assessment forms for people who use services.

A big thank you to everyone who helped us to achieve this milestone for Putting People First.

In the first month we have issued 30 personal budgets and will be keeping regular progress. We are confident that we have the foundations to help us ensure that self directed support continues to move forward in Gateshead.





Peer Mentors



Which way now for Clients?

Adult Social Care is changing. And while Personal Budgets can be a very scary idea, talking to others who have been through this process could reassure your clients. Why not signpost them to one of our drop-ins below and help them to see if it could work for them too.

Drop in at Age Concern Gateshead, 341-343
High Street
On Tuesdays and Thursdays (10 - 3pm)
Or contact Sight Service Gateshead on
(0191) 4785959.

Peer mentoring is a partnership of voluntary organisations within the Borough.

New Look to Website

We have updated the Adult Social Care pages on the council website. We now have pages for Putting You First in Gateshead and frequently asked questions to help people understand personal budgets and self directed support. You can download leaflets or find links to other useful organisations.

Find this in the Care and Health Section on the Gateshead Council website - www.gateshead.gov.uk.

Workforce Development Update

The workforce steering group had their first meeting on 26 May 2010 and the workforce project will now be moving in Phase 2. All of the work to identify the features of a new way of working, to make sure we are Putting People First, was completed in Phase 1.

We will be working on the preferred option to develop the model and will be testing this by 'walking through' the client journey with staff and service users in August - September. This will help us to develop the implementation plan. Watch this space for information on events to test the model.

We are also working closely with the CareFirst team and with a small working group to help develop a care and support plan. We will be training on support planning starting in September as part of project 8 to promote the use of direct payments.



Personalisation Programme Update

From Penny Gray

We will be moving onto 2 new projects following the launch of personal budgets.

Project 7 of the personalisation programme will be working closely with Michelle and Joanne on phase 2 of the workforce development project.

Project 8 will promote the use of direct payments for people who use services and will be working towards a promotion of direct payments from mid-September.

We will be working closely with colleagues in finance to develop a 'customer path' building on the work last year on self directed support. We will be starting this with starting with a 2 day workshop in July. Hazel Cuthbertson and Joanne Watchman will be supporting us to make sure that we 'lean not layer' by learning from the recent RPIW in the assessment teams.

We have already begun work on this by looking at the care and support plan which by integrating these 2 documents into 1 will reduce paperwork for workers and make it easier for people who use services.

A "lean systems" model

A Rapid Process Improvement Workshop (RPIW) with a range of team members from the social care assessment teams has taken place led by Hazel Cuthbertson. The target was to re-examine the processes and systems that operate once someone asks for help from social care to the point of review of services that have been put in place. An RPIW is a tool to help us look at our internal processes to ensure we have a flow of work, that we remove the bad bureaucracy and eliminate any duplication of work that can prevent our customers from receiving the level of service they want.

The initial outcomes from the workshop are a move from a 'one size fits all approach' to how we manage various areas of our service to developing more proportionate responses without compromising on quality. This will include;

- the introduction of an Intervention to respond to service users needs who are already in receipt of services;
- introduction of criteria and new ways of working for standard and complex reviews;
- the allocation of assessment for equipment straight from Adult Social Care Direct so the referrer is given the name of the allocated worker and a call to arrange a visit within 2 working days;
- Streamlining and rationalisation of forms - 52 forms were looked at and reduced to 28 with further work scheduled;
- Building on quality assurance initiatives within the PIC's to enhance the service users ability to exercise greater choice control

We are on target to implement Interventions from 28th June and processes for reviews and criteria for cases remaining open from 5th July. New Standard Operational procedures will be on the Adult Social Care Document registry.



Assessment and reablement team

The development of this service is progressing along well. There have been meetings with Michael Laing Director of Adult Services and domiciliary staff across the borough to inform them of the changes within the domiciliary service, which included the Assessment and Reablement team. The cabinet report mentioned at these meetings by Michael Laing was reported on the 25/5/10 and is on the council's intranet site.

We are presently in the process of completing an agreed protocol for referral into the service as well as the interface with the assessment teams. There will be briefings for assessment teams and other stakeholders, including independent sector providers.

The service will be structured with the oversight of the Team Manager and/or Assistant Team Manager with two domiciliary care managers responsible for the day to day management of the service. These will be supported by six reablement officers, two support officers and sixteen senior home carers who all have specific job roles to ensure the service runs efficiently and meets service user's needs. Recruitment of these posts will be taking place in the near future.

Service user's assessments will identify needs and goals for the service user to work towards to maximise his/her independence this will be done through a personal independence plan being developed

The goal may include provision of aids and minor adaptations or Telecare equipment. The service will be monitored regularly to identify outcomes or a change in goals. Towards the end of the service a review meeting will be held with the service user to discuss his/her future needs and how these may be met.

Universal Services!- What's that??

Universal services is about information and advice that people can access themselves, or through you, to help them stay independent, improve their health and wellbeing and give them more control over their lives.

It includes housing, leisure, culture, voluntary organisations, employment, education, groups, community centres, transport, social care, health care, public health care, community safety, community development, financial inclusion.

Over the next year we are:

- Mapping and linking the information and making it accessible
- Ensure that the information is accessible and useable for staff, people who use services and for people who do not use the web.
- Identify priority groups who we will actively try and give more information and advice to. This is because we know there is unequal access to information and advice.

Interested?

Have links or information that you think we would want to know about? Want to know more about it all?

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If you are not on our contact list or would like a different format then please contact Claire Bainbridge to receive your Newsletter.