

# Adult Social Care

## The way we work is changing

Welcome to the first newsletter of the Adult Social Care Transformation Board. Previously we sent out a personalisation newsletter but we recognise that staff need information in one place which includes all the change programmes which are part of the transformation agenda. The recent Care Quality Commission (CQC) inspection and an IDeA Peer Review of safeguarding have highlighted the need to co-ordinate the change programmes on adult social care more effectively. The change programmes are inter-linked and co-dependent.

All these changes are being managed by the Adult Social Care Transformation Board. The Board meets monthly and is chaired by me, Michael Laing. The Board will co-ordinate the Council's activities in:-

- Reforming the Council's adult social care provider service.
- Implementing personalisation.
- Commissioning services which are value for money and meet needs and aspirations
- Improvements in the adult social care assessment methods using lean systems.
- The implementation of the Resource Allocation System (RAS).
- The development of the workforce in response to Government initiatives.
- The implications of the proposed changes to adult social care law.
- The implementation of action plans stemming from CQC inspections and Overview and Scrutiny Committees.
- Integrating services.

The Membership of the Board would include the Director and Heads of Service from the Adult Care Service supported by colleagues from Legal Services, Chief Executives and Finance as required. A monthly meeting is also held with Trade Union representatives which has a similar agenda to the Transformation Board.

We hope you find this newsletter informative. If you have any questions arising from the newsletter please refer to the contact details on the last page.

Michael Laing, Director ASC



### 24<sup>th</sup> May - GO Live for Personal Budgets

The way we provide Adult Social Care is changing. Changes you may see over the next few months include:

- ❖ When you make a referral for an assessment you will be sent a personal assessment to complete. This will give you more opportunities to tell us what is important to help you remain independent in your own home and ensure that your voice is heard.
- ❖ If you are eligible for support after your assessment we will tell you your indicative amount of money. This is a guide to the amount of money that is needed to meet your eligible social care needs.
- ❖ There is an opportunity to consider choosing to use some or your entire personal budget as a direct payment. This means that after signing an agreement with us you can choose to manage the budget yourself in a bank account which you set up for the purpose.

You can ask for details from your social care worker or look on the new website pages at [www.gateshead.gov.uk](http://www.gateshead.gov.uk)



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### WORKFORCE

Team managers recently spent three days away from their desks to take part in some action learning sets. These gave the managers some difficult challenges to produce new guidance for both themselves and workers in their teams on FACS, case file structure and recording, and supervision. The managers stepped up to the challenge and produced new guidance, standards and policy to present back to their head of Service Margaret Barrett by the close of the third workshop. All will be presented soon.



### Peer Mentors

#### Peer mentors are now ready to help Service Users.

We have now opened at the Age Concern drop-in on Gateshead High Street. The opening times are 10.30am until 3.30pm. We had a successful 3 days in the Civic and spoke to quite a few people. Peer mentors will help people thinking about arranging their own care with their personal budget hear how it has worked for others.

The launch of the service is 26<sup>th</sup> May 2010 in the Bewicks area, Civic from 2.15pm for a 2.30pm start until 4.30pm.

As a result of attending the 'Storytelling' day we recruited a further 11 peer mentors making a total of 19 and we are about to start the training programme for them. This has surpassed the target numbers. The support group will be starting soon and we have 21 people interested in joining.

### Users & Carers Involvement Forum

First we would like to say 'Thank You' to all those who came along to the Storytelling Day at the Masonic Hall in April. 40 people came along to tell us about how important taking their personal budget as a direct payment has been to them and their family and what difference it has made to their lives.

It was wonderful to hear from people and their carers. They shared the good things and some of the difficulties they have experienced. We were able to record some of their life experiences on a DVD to share with others and this should be available soon, we'll let you know when.



### Updates on Provider Developments:

Day services opportunities - work has continued to refurbish the old Day Centre at Worcester Green to transform it into a service run by mental health service users using the "Club House" model. The Council has helped service users to apply for grants, which are needed to appoint a host organisation to work with service users, and to produce a business plan. They are currently planning the services and activities they will offer at Worcester Green

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### Nutrition and Reablement

The relationship between poor nutrition and dependence on services is becoming clearer. Additional resources are being sought with the PCT for a pilot scheme to employ a dietician who will find out the current numbers of older people admitted to hospital or long term care admission with nutritional needs, link with safeguarding and undertake nutritional assessment for older people within promoting independence or reablement services. 2 domiciliary care managers qualified in Understanding Health Improvement, jointly funded by the PCT will facilitate training across the Council looking at aspects of nutrition, healthy lifestyles, lifestyle changes and barriers to changing lifestyles.



### New Services for People with Learning Disabilities

Significant progress has been achieved to re-provide former campus provision by Northumberland Tyne and Wear NHS trust (NTW) for 32 people with learning disabilities and complex needs. 8 houses have been identified and they will be set up as Independent Supported Living rather than registered care homes. Families and advocates have played a significant role in this initiative, including choosing the support providers. The project is planned to complete in September 2010

### Review of social work assessment practice using a "lean systems" model

A series of Rapid Process Improvement Workshops (RPIWs) with social work staff have taken place lead by Hazel Cuthbertson to re-examine the whole system of practice around the assessment process. Its primary focus is to ensure that our customers receive the level of service they would like as well as to respond to the level of demand. A 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, rather than being subjected to unnecessary bureaucracy.

We will give more details about the outcomes in the next newsletter



### Assessment and Reablement Team

Work is in progress to develop the role of the Promoting Independence Team into an Assessment and Reablement Team which will accept all new referrals for domiciliary care before the application of Fair Access to Care and work with them for a period of six weeks. This service will be free and will focus upon maximising service users' independence and exploring alternatives such as assistive technology. It will help people to learn or re-learn the skills necessary for daily living.

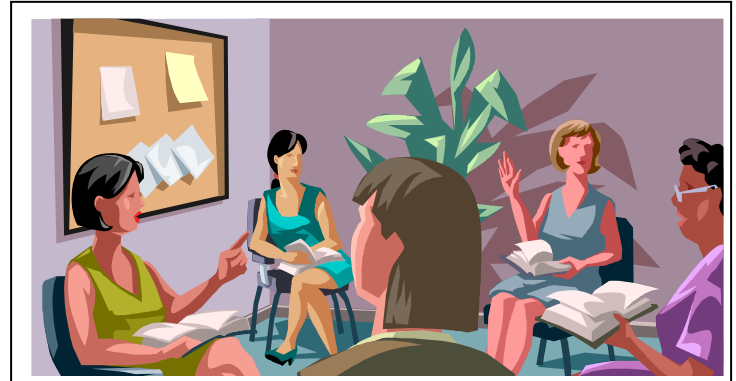
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### Knowing our customers and meeting needs and aspirations

By June 2010 the Council will have an adult social care market analysis profile for Gateshead. The research will establish a detailed profile about social care users in Gateshead both now and in the future using questionnaires, 1 to 1 interviews and focus groups. We are setting up new forums to engage with independent providers to encourage them to adapt services to changing needs and aspirations. Overall the Council, along with Health and other partners, aims to reshape the social care market and provide a choice of good value services.



### Commissioning Team

The Commissioning Team has been expanded by an additional Commissioning Officer specialising in mental health (Julie Wade) and a Housing Development Manager to identify housing options for different vulnerable client groups, using ISLs and different forms of tenure. This post will act as a link between identifying needs and matching those needs to current availability of housing solutions and future requirements.

A further expansion will include the appointment of a Commissioning Officer for personalisation and 2 extra Contract Review Officers who will deliver efficiencies and value for money by concentrating on reviews of the larger suppliers in the social care market. The appointment of a full time business support post will support the development of new electronic systems including a provider register and a contract monitoring programme.

### New Contracts for Better Services

During July we will consult with providers on the new proposed contracts for residential and nursing care for implementation in September 2010. The new contracts will strengthen safeguarding as they will cover ISA, vetting and barring and CRB. They will also have strengthened clauses relating to equalities, diversity and how we assess service quality - the Quality Assessment Framework. Work is also progressing to introduce new contracts for independent supported living schemes and domiciliary care.

### Contact Details

#### Personalisation

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#### Commissioning

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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.

