

ADULT SOCIAL CARE TRANSFORMATION UPDATE

CORE ADULTS TRANSFORMATION AREAS

Target Operating Model (TOM)

Improved outcomes

new ways of working,
new pathways and processes
greater focus on strengths & Independence
lower cost



New Case Management System

Best Practice approach

Support the new ways of working
facilitate more streamline processes,
more automation
better reporting and monitoring



Culture & Practice Change

Health and social care integration

joined up working & shared teams
greater focus on community based care
avoid or reduce admissions to hospital



improve outcomes

Reduce long term care costs

Connecting Conversations

Three conversations model
Focus on the individual, family & community
greater focus on connecting
finding ways to keep people independent
reduce waiting lists and hand-offs



ADULTS TRANSFORMATION ROADMAP

Start TOM Re-design

COVID-19 coincided just after the start which meant we paused both the Working Age Adults and Acute workstreams.

Design in the **Innovation Sites**, including the 3 conversations trial, continues, and work in **Reablement** and **Brokerage** is accelerated.

Mar '20

Jul-Sept '19

NASS Diagnostic

We worked with staff to understand the problems with our current ways of working and **rigorously assessed** what areas we needed to focus on in our transformation.

Jun '20

All TOM workstreams up and running

Design of new ways of working in **Working Age Adults** and **Acute** teams restart.

Jul '20

Safe and Legal 'must have' plan developed

This details everything we need to do to make sure we can **operate safely & legally** on Day 1 – we'll be working through this in the background so you might not see a lot changing.

WE'RE HERE!

Sep '20

Ready for TOM roll out

Before roll out, we'll work with everyone to **make sure you're ready** with the right skills, information and time to get support – we'll make sure we can roll out the **changes safely for our people** and in a way that **supports our staff**.

Oct '20

TOM roll out

We'll **start our new ways of working** and everything that's been trialed and tested in our Innovation Sites will be shared across NASS.

Dec '20

Eclipse System goes live

Implementation of the **new case management system** across our teams.

TBC '21

Eclipse is Unitary ready

All information and processes have been amended ahead of the move to unitaries.

Apr '21

West Northamptonshire and North Northamptonshire Unitary Councils go-live and two new Adult Social Care services come into formal existence.

Unitary Transformation Plan

TARGET OPERATING MODEL TRANSFORMATION

OUR VISION FOR EXCELLENCE

OUR MISSION IS TO MAKE THE BEST USE OF THE AVAILABLE RESOURCES TO KEEP PEOPLE IN NORTHAMPTONSHIRE SAFE AND INDEPENDENT



Our people want to live as independently as possible, but sometimes they hit a crisis and reach out to us for support.

We will be **easy to get in touch with**, and always **have a conversation**.



We'll **think differently** about how we support them through their crisis, and increase their links into **communities, charities and family**. Where we **connect people to services** we'll 'stick like glue' to make sure everything works out.



People will **tell us their story once**, we'll **listen to their problems** to make sure we really **understand what they want and need**.



If people need ongoing help we'll **think creatively** to design the support they need, and once they're settled we'll check in to make sure it's **working for them**. We'll also get in touch annually to make sure the right options are in place.

SIMPLE, TIMELY PATHWAYS

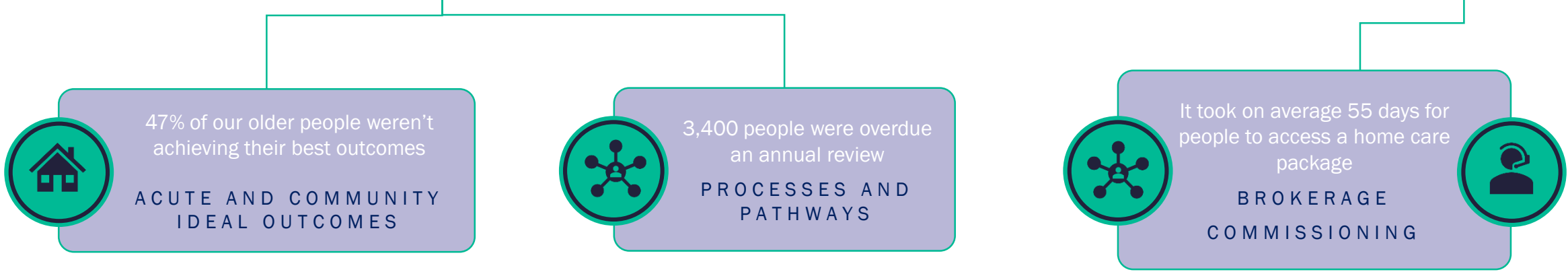
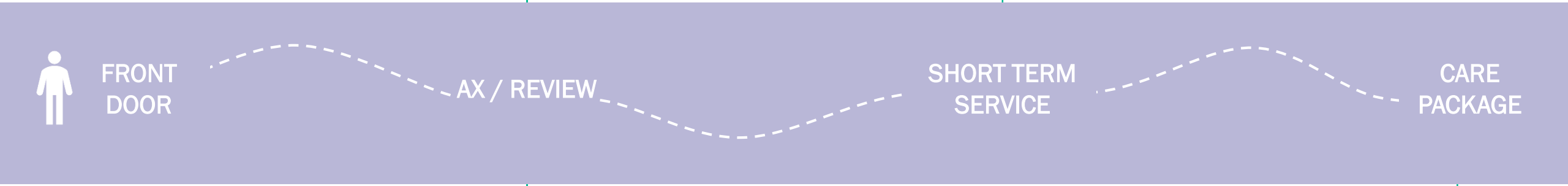
-

LOCAL SUPPORT

-

MAXIMISING INDEPENDENCE

WHERE DID WE START FROM...



SOME EARLY HIGHLIGHTS FROM OUR DESIGN



REABLEMENT

600 additional people per year through the service without any additional staff

A **10% improvement** in the independence of people using the service measured by the level of ongoing support

Over 80% of people left reablement **fully independent**



ACUTE

Initial data collection has been adopted in the HAT team to give us immediate clarity on what all NASS-responsible people are waiting for

“Having a single version of the truth is the only way we can discharge effectively and these new ways of working are 100% the way we can start to do that”



LD TEAMS

Over the past 3 weeks **85% of the team** fully agreed that the ‘Ideal Outcome Meeting’ (IOM) had helped achieve the most independent outcome possible for the people discussed

10 out of 22 people through the IOM achieved a more ideal outcome than they would have done before



COMMUNITY TEAMS

The innovation sites are currently finalising the new ways of working for the future Community teams

In the Innovation Sites so far, **1 in 2 people received more independent outcomes than before**

80% of people have need no further support after day 1, when contacting the new community front door

A NEW COMMUNITY-BASED MODEL FOR SOCIAL CARE

CURRENT CENTRALISED ADULT SOCIAL CARE TEAMS

Learning Disability

18-25 DISABILITIES

Physical Disability

Older Persons

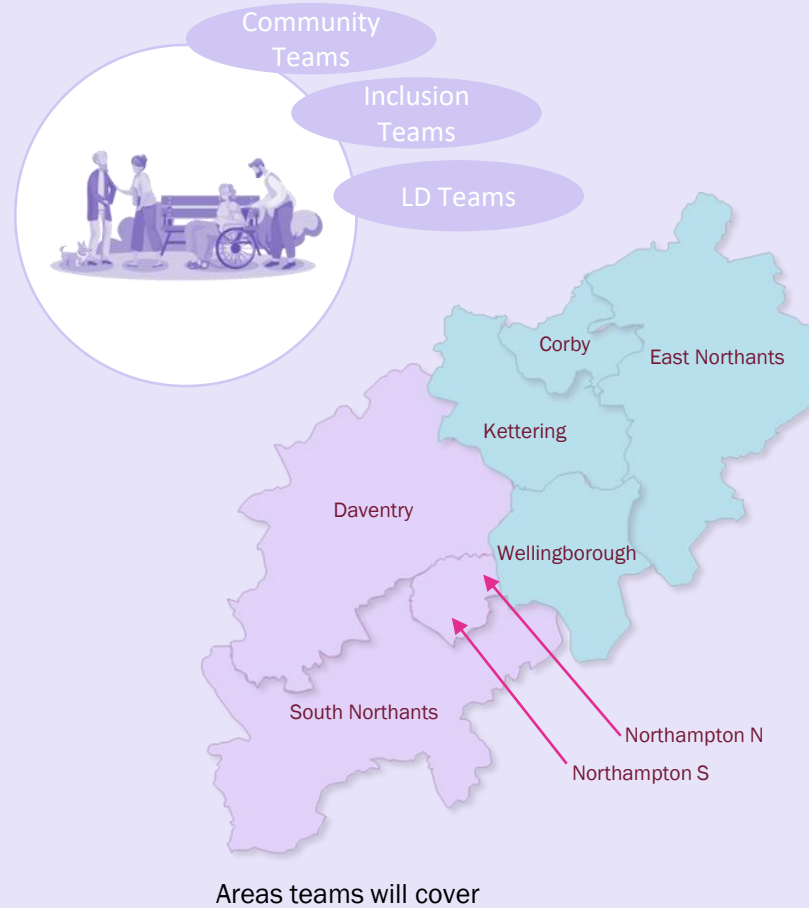
Mental Health

Continuing Health Care

Short Term Enablement and Preventative Service

Teams are either in 1 or 2 bases but aren't linked to the community

FUTURE COMMUNITY BASED SOCIAL CARE TEAMS



Why are we moving to a Community Based Model



Staff will have a base but their work will predominantly be out in the community



Staff will connect to and work with voluntary sector partners, parishes and district and borough services in that areas



Being based in communities will mean that staff will know all of the available support for our people in their areas

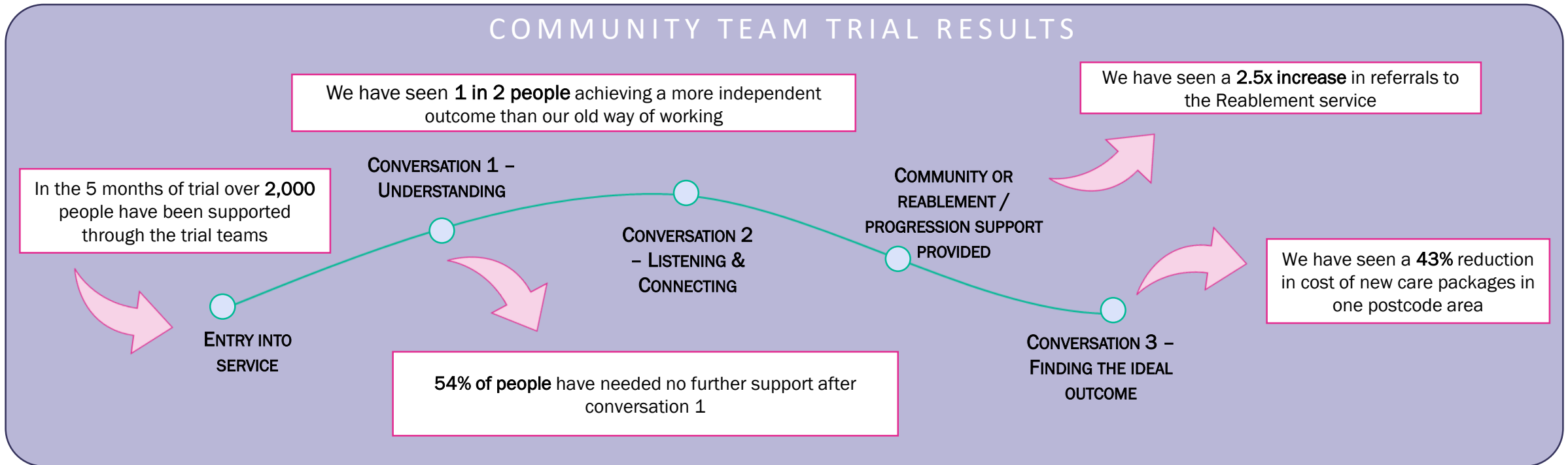


Being based in communities will mean that staff can easily meet people to talk and understand their needs and outcomes

HOW HAS THIS BEEN SO FAR?

We have been trialling this model for 5 months across 2 teams. Trial results show that the strengths based approach and increased connectivity with the community has lead to **better, more independent outcomes** for the people needing our support.

COMMUNITY TEAM TRIAL RESULTS



Trial team



“Some of the people that need our help were **turned away over 30 times** before innovation”

“I feel that we are now working in **partnership with other professionals**, the police have even helped me find & support two people”

“Mr D was thinking of taking his life because of amounting large debts. Since having a **consistent support**, he now has a clear plan and has not had any suicidal thoughts”

“We have made excellent **links within the community**, and the positive impact this has on outcome has been evident from very early on.”

THE IMPACT SO FAR...

...ON OUR PEOPLE

A 77-year-old gentleman came to Innovation North following a number of health referrals with some serious problems around self-neglect, drinking and numerous hospital admissions. On initial visits the worker tried hard to engage with the person ... but thought he may require residential care as he was struggling, and the risks were increasing around hospital admissions.

Instead... the case came to an MDT meeting where he received Reablement support, who worked with the man on being able to look after himself, resulting in an ongoing support package of 3 visits a day, which normally would be a good outcome.

However, when his initial review came around, the gentleman invited the worker in to a very organised home and he said he was feeling confident and was back on track so wanted the package to end, resulting in the best outcome he could have wanted; his independence back.

...ON THE WAY WE WORK WITH OUR PARTNERS

Previously, our partner organisations struggled to work closely with us, and referring someone into adults' social care was often a complicated, slow processes. This is what they are saying about our new ways of working:

"I just wanted to say a huge thank you to the Innovation team, you have been a god send. You have made it easier to support my tenants and provided essential advice and assistance when I have had cause to make contact."

"This positive working relationship is improving the quality of life and life chances for a number of my tenants, long may it continue an example of great collaborative working with very positive outcomes."

"Thank you very much I look forward to working with you all in the future you are a valued team."

...FOR OUR FAMILIES

"My Mum was diagnosed with Dementia in hospital then moved to a Care home which frankly was not good enough. We as a family decided to take full responsibility for her care."

In doing so Mum was assigned to one of the new community teams.

I can honestly say that Emma and the team have been a massive support, contacting the relevant people to give us all the support we need to support Mum. At times we were at our wits end and I could pick up the phone and call Emma who would point me in the right direction. We received the help from Admiral Nurses and the Dementia Delirium Nurses and Emma contacted the Mental Health Team, making sure we would get the right support from them.

I have been able to pick up the phone or email Emma and she would respond quickly and whatever she said she would do she would deliver.

I hear the team is a new team and I think it is brilliant having someone locally to go to and get the help and advice during what was a very difficult and emotional time.

Mum is now in the care home she deserves, and we can rest assured she will be well cared for. I can not thank Emma and the team enough for getting us there. Thank you Emma and it's good to know there are people like you that goes the extra mile."

WHAT HAS THIS MEANT FOR OUR STAFF

"This is refreshing and a change to how changes have been introduced before."

"I absolutely know we are going to transform the system"

"All we've wanted to do is Reable people, but it's felt like we've never really had the opportunity... Until now"

"Never before has the service been purposely inventive - these changes are going to lead to a better service"

"Thanks to the TOM for giving us the tools to change the world"

"I've not seen anything like this during my 18 months in Northants, the commonality of purpose across management and the front line is amazing."

"Quite comforting that the management team are going to hear facts and figures instead of us telling a story"