

## Catherine Benford

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**From:** Catherine Benford  
**Sent:** 29 August 2017 14:37  
**To:** \_Department For People  
**Subject:** Transforming Adult Social Care Newsletter - August 2017

TRANSFORMING ADULT SOCIAL CARE  
NEWSLETTER - AUGUST 2017



# TRANSFORMING adult social care



WELCOME TO OUR NEWSLETTER IN WHICH YOU'LL FIND ALL THE LATEST NEWS RELATED TO OUR ADULT SOCIAL CARE TRANSFORMATION PROGRAMME. READ ON TO FIND OUT MORE ABOUT EACH OF THE PROJECTS THAT WE'RE WORKING ON AT THE MOMENT...

**PROGRAMME UPDATES – BELOW ARE SOME OF THE LATEST UPDATES IN THE TRANSFORMATION PROGRAMME:**

### TRANSFORMATION TEAM OPEN DAY - 12<sup>TH</sup> SEPTEMBER 2017

We wish to invite you to the Transformation Team Open Day on 12<sup>th</sup> September from 9.30am. The purpose of the day will be for staff to come and meet the team, chat to us around areas of service re-design in Adult Social Care and find out about the various projects we're working on. We really want to hear your thoughts and suggestions as this will guide and inform our approach.

We will be based in Committee Room 1 for the whole day, and no appointment is necessary - all staff are invited to come and visit and have a biscuit with us! We look forward to seeing you all there.

### REVIEWING TEAM CHAMPIONS!

The Adult Social Care Reviewing Team have initiated and are piloting Speciality Lead roles for staff in the areas of Mental Health, Equipment and Integration. Social workers are creating their development plans including training, shadowing and conferences which will help them further develop their knowledge and skills, create stronger links with local services and achieve better outcomes.

It's a promising development and the Service Transformation Team are excited to support this innovative practice where it's happening across the system. Please get in touch if you would like to let us know of how your team is generating innovation and personal development.

### INTERACTIVE ASSET MAP PILOT

The Transformation Team have been working hard since the spring to produce an interactive asset map of the borough, with community assets identified to strengthen the advice and information we can provide to the residents of Southend. The map contains over 100 different assets, from churches to community centres, and covers everything from social groups to hobbies and outings, volunteering opportunities and physical exercise. We now have a working version of the map that social workers will be able to employ in identifying local resources to support people they are working with, which will in turn help them to stay more independent in their communities for longer.

We have released the first version of the map to the SPOA team who are the 'innovation site' to pilot within their day to day work, and once we've gathered and reacted to feedback from the team the map will be rolled out across the wider workforce in September.

Also in development alongside the map is the local resource directory, a hard copy directory that frontline staff will be able to carry with them for reference, which will also be circulated to the workforce in the near future and will be regularly updated. We have also been carrying out a 'spring clean' of the SHIP directory to bring as many assets up to date as possible; if you notice anything that is out of date on ship then please email [ShipAdmin@southend.gov.uk](mailto:ShipAdmin@southend.gov.uk) so that entries can be updated.

For more information or to suggest assets to be added to the map, please contact [KamilPachalko@southend.gov.uk](mailto:KamilPachalko@southend.gov.uk) or [CatherineBenford@southend.gov.uk](mailto:CatherineBenford@southend.gov.uk).

### THIRD SECTOR PILOT IN SINGLE POINT OF ACCESS

Following feedback from the work the Transformation Team have undertaken in focus groups, we have now negotiated with partners in the third sector to introduce a trial of volunteers within SPOA on a rota basis each week. The third sector organisations involved in the trial will include: SSAFA the Armed Forces Charity, Family Mosaic and Age Concern Southend.

The volunteers will be based on the 1<sup>st</sup> floor Civic Centre for an afternoon a week starting in September (TBC) and will be able to provide practical advice on cases that could benefit from community support, signposting them to local assets around them or accessing advice and information. We invite staff from across the service to utilise this valuable resource.

We hope this collaborative approach will start to foster further understanding of how best to utilise the third sector to build on community resilience.

### CARERS HUB CO-PRODUCTION

The Transformation Team alongside the Integrated Commissioning Team have been working closely with the Carer's Hub in Southend to strengthen understanding around carer provision in Southend and how this impacts on our locality teams. We are building a cohort of social work practitioners to share knowledge and skills with the hub over the next few months to gauge the needs of Southend's carer population.

This is a vital piece of work in starting to understand how best to create additional resilience for carers and strengthen the Carers hub. We wish to thank all those who have agreed to take part in this important learning and knowledge sharing journey.

If you wish to speak to the carers hub or make a referral please contact 01702 393933 or email [info@southendcarers.co.uk](mailto:info@southendcarers.co.uk)

### INCLUSIVE COMMUNITIES PROJECT

Inspiration has been drawn from The Care Act (2014) and the drive towards reducing socially isolated residents of Southend in the creation of a new social inclusion project. Ugonna Nwachukwu, a final year Student Social Worker has been working across the system in Southend with the Transformation Team, East Locality and Hospital Social work teams.

As part of Ugonna's placement she has piloted an 'Inclusive Communities' programme at Longmans Extra Care facility, with the objective of connecting people in a socially remote area of East Southend. The programme is aimed at harnessing assets already in the community specifically around the daily activities which take place at the Extra Care Facility. Unfortunately Ugonna will be leaving Southend now that her placement has come to an end as she has been successful in achieving social work employment at

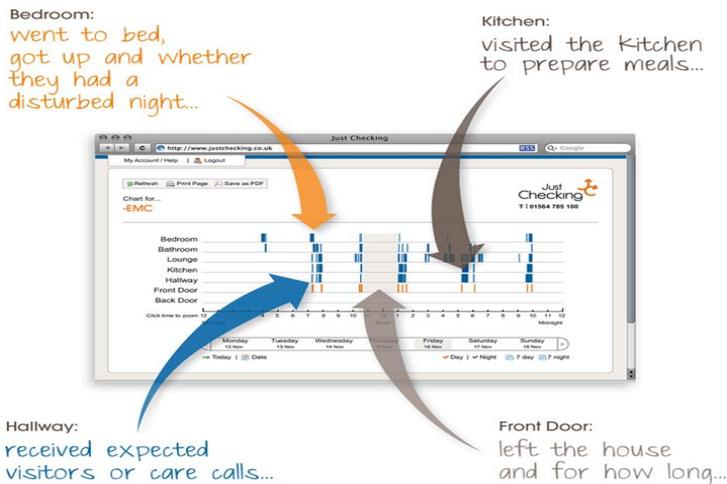
Barnet Local Authority.

We will be continuing this excellent work by building it into the next student cohort programme which starts in October 2017 and who will be positioned with the Transformation Team.

Further details around the project can be obtained direct from Longmans Extra Care Manager, Kemi Ogun, [kemi.ogun@mearsgroup.co.uk](mailto:kemi.ogun@mearsgroup.co.uk). Alternatively drop the Transformation Team a line on 01702 534362.

**MODERATE NEEDS/SPECIALISM MULTIDISCIPLINARY MEETINGS (MDT)**

Following the successful introduction of the East Central Moderate Needs MDT, the format has now expanded with the West Central MDT now also being embedded and introduced this month. Referrals are accepted on a weekly basis for either locality,



from social workers, district nurses to home care providers and housing.

Feedback has showed that practitioners have found the MDT platform a useful tool in sharing information regarding cases and working in a more collaborative way across health, social care and voluntary services. This is creating more positive outcomes for people within Southend.

If you would like to refer someone to the East Central Moderate Needs MDT, or shadow the meetings, they are held weekly on Thursday afternoons; East Central meets from 1-2pm, followed by the West Central group at 2-3pm . If you require any more information in regards to the MDT please contact Matthew Cops on 01702 215688 or [matthewcops@southend.gov.uk](mailto:matthewcops@southend.gov.uk).

**JUST CHECKING SENSORS**

The Transformation Team are working alongside the East Locality Team to utilise two Just Checking monitoring units, available to aid you in your social care assessments. They might be of particular use for those of you who work with people with dementia, learning disabilities or are undergoing reablement.

A number of discreet sensors are placed in rooms and on doors that allow for tracking of activity in the property. The activity is displayed online as a graph with access granted to chosen people – family/social worker/care agency. Text and email alerts can be set for example if someone leaves the property, there is a period of inactivity, they are going into a room where they should not, there are more frequent toilet visits etc.

Following a trial the sensors are now available for staff to use to assist with assessments and care planning. For more information please contact [RayBannon@southend.gov.uk](mailto:RayBannon@southend.gov.uk).

**GP HUBS**

Work continues to embed social workers within the GP hubs in each locality. In September Carnarvon surgery will be joining the scheme and meetings will continue with Valkyrie surgery to plan their involvement. A number of arrangements are going to be reviewed to ensure the role of the social worker is understood and referrals continue to be made.

## WHAT IS THE ADULT SOCIAL CARE TRANSFORMATION PROGRAMME?

The Adult Social Care Transformation Programme is changing our approach to supporting individuals, families, carers and the community. The re-design is a 'whole system transformational approach' to change and includes community groups, health and social care. It is looking at the positives through strengths-based assessments and care planning, focusing on individual abilities and community assets, rather than a negative approach that focuses on deficits and services to meet need.

Our approach is empowering, and allows the person to take control of their own lives rather than being told what is best for them with, social workers taking a preventative approach to their practice in community settings. The vision is for social workers, alongside their health colleagues, to have a strong understanding of their local community and engage wholly with Southend residents to maximise independence, inclusion and reduce marginalisation.

Adopting this approach to our practice is minimising admissions into long term residential care, admissions into hospital and the need for large domiciliary care packages. We are creating a robust, multi-disciplinary front-end adult social care team where advice, information and signposting to the wider community and universal services reduces the long term dependency on health and social care services. We are ensuring that individuals are regularly reviewed to ensure that their needs are being met in the most empowering way. These teams are being developed into a highly skilled and adaptable workforce, which can respond to the changing needs of individuals and the communities and they and their carers can receive support and guidance at the right time and in the right way.

## WHO'S WHO?

**SHARON HOULDEN** – Sharon is the Director of Adult Services and Housing and the programme sponsor. Sharon has the executive function and has responsibility for the overall leadership of the programme.

**SARAH BAKER** – Sarah is the Group Manager for Service Transformation and takes the lead for the programme management and for supporting a collaborative approach between the Council and Southend Clinical Commissioning Group (CCG) to transform services. These range from the front door access to health and social care, hospital discharge, community/primary healthcare practice and various other sub-projects such as the Locality and Complex Care approach, discharge-to-assess and overnight support pilots. Sarah has been part of the Systems Leadership team which includes senior managers across health and social care to develop awareness and leadership using a systems approach.

**NICK CONSTANTINE** – Nick is a qualified Social Worker and Service Transformation Team Manager. Previously Nick was a Practice Lead in the Locality Teams and he is a valuable conduit between the operational teams and the Service Transformation Team. Nick promotes and encourages a systems approach to support integrative and collaborative practice.

**MAXINE NUTKINS** – Maxine has a wealth of experience from Community Mental Health Services and a determination to promote service transformation internally and externally. Maxine is working collaboratively with residents, organisations, service providers and partners identifying need and shaping initiatives which are outcome focused.

**KAMIL PACHALKO** – Kamil is piloting the GP/Community Social Worker role. This is an exciting role to work directly alongside General Practitioners, community services and importantly to develop and understand the local needs of the community. Kamil has a wealth of experience in generating community support and a strong ability to network with marginalised individuals and groups.

**MATT COPS** - Matt brings a wealth of social work practice experience to the team as he has worked with in most areas of the social care system within Southend. Matt is the conduit between health and social care in achieving a strengths based approach and will be working closely with all areas of the system.

**CATHERINE BENFORD** – Catherine has a strong background in supporting various projects and is currently supportive lead on the community mapping exercise and the Moderate Needs MDT. Catherine is a valuable asset to the team and continues to provide

support on a range of areas within Service Transformation.

**GEMMA CZERWINKE** – Gemma is currently interim Team Manager at Southend Hospital and Practice Lead for the Liquid Logic implementation. Gemma has a strong motivation to transform processes and we will welcome her input into developing smarter processes to enable social workers to function more efficiently.

**CATHERINE MUCHAKWAYA** - Catherine continues in her role as an Occupational Therapy Assistant supporting the review high cost care packages with a further focus on new packages, particularly for people discharged from hospital. Catherine is promoting a strength based approach to practice across the health and social care spectrum.

**INNOVATIVE PRACTICE AND IDEAS**

For ideas and suggestions regarding the transformation programme, we invite you to come and talk to any of us in the team and we have also dedicated an e-mail address:

[adult-redesign@southend.gov.uk](mailto:adult-redesign@southend.gov.uk)

We recognise that some of the most difficult ‘wicked problems’ move forward through collaboration with all staff members and our local residents. Please drop us an e-mail or come for a chat about what you think is important for people in Southend and how we can improve our processes, systems and approach. Thank you.

Best wishes,

**THE SERVICE TRANSFORMATION TEAM**

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**Tuesday 29<sup>th</sup> August 2017**  
**Issued by the Service Transformation Team**