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From: Catherine Benford
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To: _Department For People
Subject: Transforming Adult Social Care Newsletter - July 2017

TRANSFORMING ADULT SOCIAL CARE
NEWSLETTER - JULY 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...

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.

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

PROGRAMME:

SOCIAL WORKER PILOT STARTS IN THE COMMUNITY HUB

We are pleased to advise that we are commencing a trial of a social worker being positioned directly in the Community Hub which is based in the Victoria Plaza shopping centre in Southend. The trial starts on 27th July and is being led by the Transformation Team supported by the Adult Social Care Review team.

The exciting Community Hub projects are a space where residents of Southend can get support with a wide range of social issues. The hubs provide assistance with a range of social issues including personal finance and budgeting advice, housing, special educational needs, IT support, English language learning and more.

We hope that this trial will further develop the locality approach in Southend and provide additional street level social work to provide a preventative approach for our Borough's residents. Attached to this newsletter are flyers for the local community hubs, although should you wish to know more please contact the Transformation Team on the 5th floor.

EMBEDDING A STRENGTHS BASED APPROACH

Thank you to all the staff who attended the Strengths-Based Learning Journey event on 11th July, where Barnet Local Authority opened their doors to show how they are embedding a strengths-based approach across their organisation.

Barnet took attendees through their planning, delivery and embedding stages and engaged frontline staff in sharing their experience and impact into day to day practice. Staff involved from Barnet ranged from social work, performance management, brokerage to contract teams and discussed how adopting a strengths-based approach has transformed the way they work.

Southend Council were well represented on the day with staff across the localities and SPOA in attendance. Feedback has been positive and a group of those who attended is being arranged to capture the themes of the day.

We really welcome your involvement in these interactive sessions even if you did not attend at Barnet. We feel this is a great opportunity to share some thinking and potential challenges to working in this new way. Should you wish to be involved please contact Catherine Benford, Service Transformation Project Support Officer catherinebenford@southend.gov.uk.

MODERATE NEEDS/SPECIALISM MULTIDISCIPLINARY MEETINGS (MDT)

As the locality approach continues to grow across Southend several key areas are evolving to embed a truly integrated service.

The East Central Moderate Needs MDT continues to establish, with referrals on a weekly basis from increasing avenues including the Hospital Social Work Team and Localities. Within recent weeks the group has devoted time to specialist MDT's meetings around complex care and Southend Treatment and Recovery Service referrals to promote and advance integrated working and improve outcomes for adults.

If you would like to refer an adult to the moderate needs MDT, or shadow the meetings, they are held weekly at 1pm on Thursdays at Queensway Surgery. If you require any more information in regards to the MDT please contact Matthew Cops on 01702 215688 or matthewcops@southend.gov.uk.

DEPUTY CHIEF EXECUTIVE VISIT TO ADULT SOCIAL CARE TRANSFORMATION

On 12th July Simon Leftley visited Service Transformation to meet the team and observe some of the projects in action on the ground. Simon was able to meet some of the module leads from the University of Essex who are working closely with the Transformation Team in fostering quality placements in Southend Council and promoting an asset based approach to practice.

Simon also visited the Pall Mall surgery in Leigh to see some of the close links which have been forged with the surgery across the social care system. This provided an opportunity to see how practitioners are working collaboratively to provide a preventative approach to delaying further need. Simon also attended a visit with the Mobile Trusted Assessor Andy May, to see some equipment being put into place as an early intervention approach from the Single Point of Access.

Feedback from the day was positive and it was a great opportunity to highlight some of the positive strengths based work being undertaken across Southend Council.

CHIEF SOCIAL WORKER IS VISITING SOUTHEND!

We are excited to announce that Lyn Romeo, Chief Social Worker for Adults, is coming to spend the day at Southend on 5th October 2017. We have attached Lyn's Annual Report from 2016/17, highlighting her key priorities which are particularly relevant to our transformation and integration work.

The Transformation Team are working closely with the Southend Principle Social Worker, Sarah Range, to start the planning around showcasing all of our inventive and inspiring work that our workforce is undertaking. However, to do this we need your input to design what we hope will be both an interactive and inspiring day. It is important that we utilise this opportunity as an enriching experience which focuses and celebrates the contribution our staff make every day in supporting and empowering people to make the changes they want within their lives.

Further planning session dates will be circulated shortly and we encourage you to attend to have your say!

You may wish to look at Lyn Romeo's blog: <https://www.gov.uk/government/people/lyn-romeo> or her Twitter account: @LynRomeo_CSW.

TRANSFORMATION TEAM WELCOMES NEW STARTERS

We are happy to welcome Maxine Nutkins into the Service Transformation Team as our new Community Engagement Manager. Maxine comes with a wealth of experience from Community Mental Health Services and a determination to promote service transformation internally and externally. Maxine will be working collaboratively with residents, organisations, service providers and partners identifying need and shaping initiatives which are outcome focused.

FOCUS GROUPS ACROSS SOUTHEND

Following the co-production workshops earlier in the year it was identified that staff would welcome focus groups to engage and discuss issues around transformation in practice. We have been rolling the focus groups out over the last few months and continue to receive good feedback about the value in these.

Sharon Houlden previously wrote in this newsletter to encourage participation in these groups so we can hear your views and thoughts about this exciting and crucial area of work going forward. Once we have completed these groups we will be sharing the findings to see what ideas and themes emerge.

ADASS EAST OF ENGLAND 'COUNT ME IN' 100 DAY CHALLENGE

Just to remind you we have been involved in the planning and design of ADASS' East of England 100 day challenge entitled 'count me in'. The focus of the co-production project is looking at 'what works well' and 'what still requires further action' across the region in terms of our commitment to co-production.

Southend have signed up to the pledge and will be incorporating the challenge into some of the transformation work over the next couple of months, particularly where co-production is key and where we work with adults, groups, partners and colleagues in the community.

Please get in touch to tell us about any areas of work you are involved in which are co-produced in bringing about positive change and we will include them in the 100 day challenge. Further information can be found on <http://coproductionweek2017.blogspot.co.uk/2017/07/taking-coproduction-seriously-in-adult.html?m=1>

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 will be 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 comes with a wealth of experience from Community Mental Health Services and a determination to promote service transformation internally and externally. Maxine will be 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 will be 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 most recently, as the Personal Assistant to the Director for Children’s Services. Catherine excelled in her role as Personal Assistant in the latest OFSTED inspection and was instrumental to the smooth co-ordination required; she is a fantastic asset to the team.

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.

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

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 adults in Southend and how we can improve our processes, systems and approach. Thank you.

Best wishes,

THE SERVICE TRANSFORMATION TEAM

Friday 21st July 2017
Issued by the Service Transformation Team