

Catherine Benford

From: Catherine Benford
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To: _Department For People
Cc: Sharon Houlden
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TRANSFORMING ADULT SOCIAL CARE NEWSLETTER - MAY 2017



TRANSFORMING adult social care



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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 will change our approach to supporting individuals, families, carers and the community. The re-design will be a 'whole system transformational approach' to change and include community groups, health and social care. It will look 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 will be empowering, and allow 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 practise will minimise admissions into long term residential care, admission into hospital and minimise the need for large domiciliary care packages. We will create a robust multi-disciplinary front-end adult social care team where advice, information and signposting to the wider community and universal services reduce the long term dependency on health and social care services. We will ensure that individuals are regularly reviewed to ensure that their needs are being met in the most empowering way. These teams will be 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 ad 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.

GEMMA CZERWINKE – Gemma is a qualified social worker and Practice Lead for the Liquid Logic implementation. Prior to this role, she was a senior social worker based in the adult social care review team and supported the review team to meet its targets, collaborating with the data and performance team. 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.

KAMIL PACHALCO – 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.

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 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 exceeded 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.

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

ADASS EAST OF ENGLAND ‘COUNT ME IN’ 100 DAY CHALLENGE!

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

We 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 our 100 day challenge.

THE LOCALITY APPROACH AND MODERATE NEEDS MDT

As the locality approach continues to grow across Southend several key areas are evolving to embed a truly integrated service. East Central is the first Locality to test and pilot an Integrated Locality Team approach which has been gaining momentum and it has been agreed that this will now commence across all the localities with West Central being identified as the next. As you may be aware Matt Cops has been involved in the development of the moderate needs MDT process in East Central which has been a core part of this process.

It has been recognised that while this continues to develop and through its transition an aligned presence to co-ordinate and support the localities is required. Matt has kindly agreed to be the conduit between health and social care in achieving this and will be taking this role on going forward working closely with service transformation and all areas in the system.

We are sure that Matt will be a valuable asset to take this work forward, both in the locality teams and the development of the

integrated MDT's across all 4 localities.

COMMUNITY STUDY DAY – WORKSHOP AND PRESENTATIONS AT UNIVERSITY OF ESSEX

On 16th May we undertook a community study day in partnership with the University of Essex and co-produced with individuals, carers, social workers, managers and key stakeholders. The day was an exciting interactive session which had great attendance from a number of organisations including the carers consortium, SAVS, Age Concern Southend and the Complex Care Team to name a few.

As part of the social work degree programme students spent 5 days in Southend mapping our community, talking with residents and visiting groups and projects to identify local assets and understand the strengths of the community. The community study day was an opportunity for the students to present their findings and share their discoveries that can be truly incorporated into practice.

The day provided knowledge sharing and experience as part of our asset based community development approach and involved working groups to explore the data gathered and network links and resources in our Borough. We are confident that this will support both current practice and wider succession planning for the next generation of practitioners soon to be qualified.

The transformation team also unveiled the first prototype of the interactive community map which we hope once complete will form a valuable resource for our town.

STAFF FOCUS GROUPS

We have now arranged for the first round of staff focus groups to take place on Thursday 25th May. It is hoped that these focus groups will enable colleagues to explore the nuances of how teams, processes and the system interacts. Additionally it will foster a platform for colleagues to discuss some of the upcoming areas of transformation within Southend and how best to deliver them in partnership.

The focus groups are an opportunity to engage colleagues in critical thinking and dialogue and aid the development of a truly future focused approach for our residents and the Borough as a whole.

Further focus groups will be arranged in the coming weeks, if you would like to add any thoughts prior please drop us an email to the adult redesign inbox.

COLLABORATIVE WORKING WITH THE COMPLEX CARE TEAM

As part of delivering a truly integrated locality approach we are due to commence more partnership working alongside the Complex Care Team in this coming period. The aim of which is to aid understanding of roles, increase knowledge of local assets and resources and support robust joint working. The transformation team will be working with the Complex Care team in the coming months to align closely with the exciting projects that are taking place in social care.

SINGLE POINT OF ACCESS FOR SOUTHEND

Following the co-production workshops with staff and the changes we have already incorporated into the SPOA we will be commencing the first set of task and finish groups in May. The aim of the groups are to identify further alignments within the SPOA which will aid a commitment to driving forward an asset based approach to social care intervention.

The current practice related working groups are proving successful in reviewing processes and working towards an early intervention and prevention model and these will continue over the coming months.

OVERNIGHT SUPPORT

The overnight support service has been extended until September 2017 and continues to be available to support adults for up to 5 nights from 10pm-7am in their own home. We have also made an adjustment to the service which has been live since 27th February 2017. The new pilot guaranteed one night only scheme is from 7pm-7am and is an awake night sitting service for adults, aiming to foster positive outcomes for supporting people where necessary to move from acute ward settings back to their home.

We are extending this project for a further 6 weeks to continue to measure its outcomes and longer term plans for the future. We welcome any comments regarding the project and its delivery.

THE COMMUNITY HUBS

The Transformation team wish to make you aware of the exciting Community Hub Southend projects which are currently running

across the Borough. The community hubs 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 advice, special educational needs, help with IT, English language support and more. Attached to this newsletter are flyers for the local community hubs, one in central Southend and one in Shoebury.

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 19th May 2017
Issued by the Service Transformation Team