

Slide 1 -Adult Social Care Transformation – How can all ‘play their part’

Slide 2 - Session Overview

- Context
- Pressures
- Transformation programme
- Community Led Support
- ‘Play Your Part’

Slide 3 - ASC Gross Budget 2021-22

Total gross expenditure £169million

Client contributions, grants, health income £46million

[Pie chart breaking down expenditure]

- Older people and physical disability £67,560,000
- Learning disability and mental health £59,626,000
- Commissioning and contracts £34,619,000
- In house services £4,567,000
- Integrated Adult Social Care and Health Management £2,102,000
- Safeguarding £1,207,000

Slide 4 - Long Term Support for 4,987 People

Numbers by Age Group

- 18-64 - 1818
- 65 plus - 3169

Type of Support

- Community services – 3393
- Residential - 849
- Nursing - 745

Slide 5 - Requests for Support

- 19,379 new contacts received from 01.01.2021 – 31.12.2021
- Average of 1,600 per month
- 15.5% Increase on same period in previous year

- 7,264 new referrals received from 01.01.2021 – 31.12.2021
- Average of 605 per month
- 28.5% Increase on same period in previous year

- Split of requests - adults aged 18 - 64 (27%) & older people (73%)

- Of requests received:
 - 42% result in 'no (direct) services provided'
 - 16% 'universal/signposting'
 - 16% 'short term service to maximise independence'
 - 11% 'on-going low-level support'
 - 12% 'community services'

Slide 6 - Social Care Pressures

Significant pressures in Care at Home capacity

- Jan-Dec 2020 – 264 people waiting for a total of 2,835.9 hrs

- Jan-Dec 2021 – 407 people waiting for a total of 4,920.3 hrs

Workforce – significant recruitment and retention issues

Demand – 33% increase in new care at home requests from 2020 to 2021.

Long standing challenge – need a radical shift

Slide 7 - Transformation

We are committed to delivering a high-quality service across the Borough. To do this, we aim to undertake a range of projects through our Transformation Programme, underpinned by a strength based, flexible and autonomous approach to delivery.

- Vision and Strategy Development
- Intelligence and Monitoring Improvements
- Community Led Support Programme
- Home First Evaluation and Re-design
- Care at Home Re-design
- Workforce Development Planning
- Inspection Readiness Programme

Slide 8 - Community Led Support

- Most significant transformation programme
- How we will achieve sustainable change and impact
- Delivers the values and ambition expressed in our Council Plan
- Right at the start of this programme
- **NEED WHOLE COUNCIL AS WELL AS WHOLE SYSTEM SUPPORT**
- We will need to be brave and hold our nerve
- We need all in our communities to **‘Play Your Part’**

Slide 9 - Introducing Community Led Support:

A Strength Based Approach to Adult Social Care

Slide 10 - A bit of background...

NDTi is a not-for-profit social change organisation established 27 years ago with a mission is to enable people at risk of exclusion, due to age, circumstance or disability, to live the life they choose.

Community Led Support (CLS) is one of a number of programmes hosted by NDTi.

[Map of the UK showing where NDTi work, from West Sussex to the Outer Hebrides]

- A diverse network of shared learning across the UK
- Now in its 8th year
- National gatherings twice a year
- Monthly online Core and Themed workshops
- Networking across all partners to explore challenges and share experiences and successes online forum for all network members

Slide 11 - Community Led Support is about constantly striving to embed these 7 principles across all that we do.

- Coproduction brings people and organisations together around a shared vision
- There is a focus on communities and each will be different
- People can get support and advice when they need it so that crises are prevented
- The culture becomes based on trust and empowerment
- People are treated as equals, their strengths and gifts built on
- Bureaucracy is the absolute minimum it has to be

- The system is responsive, proportionate and delivers good outcomes

Slide 12 - Strength Based Approaches

- Care Act 2014 – To Promote People’s wellbeing and independence using a ‘Strengths Based Approach.’
- Research and Practice shows that essential dimensions of Wellbeing are: Contributing and benefitting from your community, a focus on Outcomes, Choice and Control, Dignity and Equity.
- A fundamental shift from a focus on what people can’t do (What’s wrong) to focusing on the skills, abilities, connections and experiences that people already have, and those they wish to acquire or develop (What’s strong).
- Interventions, contacts, care and support as a means to these ends, not as ends in themselves.
- The impacts of this approach can be positive at every level

Slide 13 - Community Led Support

[diagram setting out the three key practices that inform each other and are each informed by three sub-practices]

Strengths based practice

- Rethinks formal care
- Shaping the market
- Supports investment

Outcomes focused commissioning and provision

- Merge assets and care
- Managers use of care

- Co-produce to meet outcomes

Community assets

- Create choices
- Responds effectively
- Supports in community

Slide 14 - Community Led Support

- Supporting “Care-free” life expectancy through universal wellbeing and independence.
- Reducing the proportion of those requests for support that result in formal care and support.
- Mitigating the use of care for those that require it through strength-based approaches: On entry, and throughout the course of their support through outcomes focused care and support.
- Shaping the market to stimulate market provision of strength-based care opportunities.

Slide 15 - Understanding Impacts 1

- Community Led Support increases use of signposting to community / 3rd sector and partners. An increasing trend in being able to meet new requests for support with solutions in universal services or partners in the third sector and other services as the primary response to the request for support highlights the value of quick pre-crises response from CLS sites.

- Community Led Support sites show a trend of increased rates of community contacts from new Request for Support. The capacity to see more people faster and to deal with issues without waiting lists, prevents any intervening crises taking these requests for support into other routes such as hospital discharges.
- Community Led Support sites show reductions in the use of residential care. Comparisons of CLS sites show a more pronounced fall in the use of Residential Care as long-term support. A tendency towards crises prevention due to faster response times, as well as the additional care capacity created through use of community assets, appears to positively impact the rates of people requiring residential care.

Slide 16 - Understanding Impacts 2

- Community Led Support sites show a higher rate of self-reported Quality of Life in response to ASCOF questionnaires. CLS focusses on people and their outcomes, emphasising the value of community connectiveness to keep people safe and well in their homes and communities.
- Community Led Support sites show consistently higher proportion of people who say they have control over their daily life when compared to the national average position. CLS has a focus on working with people to keep them in control and working to achieve their outcomes.
- Community Led Support sites show a higher proportion of people who self-report that they have as much social contacts as they would

like when asked as part of the ASCOF national questionnaire. The CLS approach seeks to use the strengths of family and community before the application of formal support, and never loses sight of helping people achieve their outcomes.

Slide 17 - What is needed for CLS to thrive

[diagram of nine connected jigsaw pieces]

- Involvement of people, partners and community in shaping solutions
- Streamlined and joined up processes and with decision making close to the person
- Shared values and principles across all partners that support people locally
- Strengthened professional autonomy with peer support to make decisions
- People are listened to with good conversations that understand what matters
- A culture of trust and shared responsibility that support positive risk taking
- Brave leadership that supports innovation and models CLS principles
- Teams and professionals work together holistically and in a joined up way

Slide 18 - CLS in Cheshire West and Chester

- Strategic intent and vision
- Awareness and communications

- Getting ready exercise 29/11 – 14/12/21
- Agreeing the scope and innovation area
- Innovation board forming
- Planning for the innovation team

Expected activity February & March

- Core CLS workshops / ready to Go Live
- Identifying talking points in the community
- Go Live

Slide 19 - The Place Based Challenge

How can my portfolio contribute to:

- Keeping people well and safe in their homes and communities?
- Allow all people to access those opportunities to maintain the health and wellbeing?
- Support all our staff (practitioners, commissioners, providers) to work with minimum bureaucracy to be effective and responsive?
- Make all our front-line contacts count?
- Helping communicate the ambition and the effects of this work to support culture change ?
- Thinking about the impacts of demographics (ageing, SEND, complexity and growth) in funding and shaping the voluntary and formal support offers of the future?

Slide 20 - Thank you!