

# ADULT SOCIAL CARE DEVELOPMENT PROGRAMME

## Highlight Report

**Date Submitted: 16th February 2016**

**PROJECT: Customer Journey Board**

**PROJECT SPONSOR: Graeme Betts**

**CHANGE LEADER: Sarah Farragher**

**PROGRAMME MANAGER: Liz Crook**

**SAVINGS TARGET: 1.7 Million Direct payments**

### **Scope:**

- To ensure whenever possible adults with disabilities and older people in Rotherham can live independently and achieve quality outcomes in their local communities.
- To ensure there are a range of opportunities for adults with disabilities and older people to enable them to exercise control, choice and independence
- To ensure that the development of future services is co-produced with customers, stakeholders and partners
- To maximise the use of resources
- To be responsible to the overarching ASC Development Programme

**Number of workstreams: 4**

**Number of sub groups :24**

**Reporting period: February 2016**

**ADULT SOCIAL CARE - TRANSFORMATION PROGRAMME**

**ADULT DEVELOPMENT BOARD**

**Customer Journey Board**

**- CHANGE LEADER -**  
Sarah Farragher

**Workstreams**

**1**  
**PREVENTION AND EARLY INTERVENTION**

**1.1**  
**CARERS**  
Jacqui Clark

**1.2**  
**ASSESSMENT DIRECT**  
Debbie Beaumont

**1.3**  
**REVIEW OF SOCIAL WORKERS IN GPS**  
Michaela Cox

**1.4**  
**EARLY PLANNING**  
TBC

**1.5**  
**ACTIVITIES IN DAILY LIVING**  
Sarah Farragher and Rebecca Atchinson  
ADL Project Meetings

**1.6**  
**7 DAY WORKING**  
Michaela Cox

**1.7**  
**SINGLE POINT OF ACCESS**  
Sarah Farragher

**1.8**  
**CONNECT TO SUPPORT**  
Information Advice and Guidance Officers x2 posts

**1.9**  
**MAXIMISE BENEFITS**  
TBC

**2**  
**MAXIMISE INDEPENDENCE SHORT TERM**

**2.1**  
**SUPPORTED LIVING**  
Mike Moorhouse

**2.2**  
**INTEGRATED WORKING**  
Sarah Farragher

**2.3**  
**MODELS OF INTEGRATED CARE**

<b>Buildings</b> Sarah Farragher	<b>Service</b> Helen Fisher
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**2.4**  
**RE-CONFIGURE ENABLING TEAM**  
Chris Corton  
Enabling Project Meeting

**2.5**  
**COMMISSIONING**  
Mike Moorhouse

**3**  
**REVIEWING FOR INDEPENDENCE**

**3.1**  
**LIQUID LOGIC**  
Heather Mallan

**3.2**  
**SELF-DIRECTED SUPPORT**  
Jill Whetherall

Self Directed Support Programme

**3.3**  
**ASSISTIVE TECHNOLOGY**  
Sharon Barker

**3.4**  
**ADAPTATIONS**  
Sandra Tolley, Helen Brown, Christine Marriott  
Shaftsbury House Project Sub-group

**3.5**  
**OCCUPATIONAL THERAPY**  
Jill Wilkinson

**4**  
**MAXIMISE INDEPENDENCE LONG TERM**

**4.1**  
**EMPLOYMENT**  
TBC

**4.2**  
**ROTHERCARE RESTRUCTURE**  
Sarah Farragher

**4.3**  
**FAIRER CHARGING POLICY**  
Mark Scarrott

**4.4**  
**COMMUNICATION**  
Tracey Holmes

**4.5**  
**HOUSING**  
Dave Richmond

**Developing Alternatives to Traditional Services**

**- CHANGE LEADER -**  
Janine Moorcroft

**Workstreams**

**5**  
**OPPORTUNITIES DURING THE DAY**

**5.1**  
**RECONFIGURATION OF DAY SERVICES**  
Sue Wright & Vicky Abukan

**5.2**  
**BME**  
Mohammed Nawaz

**5.3**  
**PRIORITY ASSESSMENTS**  
Elaine Hudless

**6**  
**ALTERNATIVES TO RESIDENTIAL CARE**

**6.1**  
**RECONFIGURATION OF RESPITE**  
Helen Fisher & Simone Heald

**6.2**  
**SHARED LIVES SCHEME**  
Helen Fisher & Carole Bishop

**6.3**  
**COMMUNITY SUPPORT SERVICES**  
Helen Fisher & Simone Heald

**6.4**  
**EXTRA CARE SUPPORT**  
Shane Greville

**6.5**  
**ALTERNATIVES TO LD RESIDENTIAL**  
Helen Fisher

**7**  
**COMPLEX CARE**

**7.1**  
**LD HIGH COST PLACEMENTS**  
Darren Rickett & Jayne Cowan

**7.2**  
**TRANSITION SERVICE**  
Jan Bean

**8**  
**SHAPING THE MARKET**

**8.1**  
**DEVELOPING COMMUNITY LINKS**  
Frank Markham & Vicky Abukan

**8.2**  
**COMMUNITY CATALYSTS**  
Janine Moorcroft

**8.3**  
**TRANSPORT**  
Maureen Flynn-Seal

**COMMUNICATIONS**

**WORKFORCE DEVELOPMENT**

## ADULT SOCIAL CARE DEVELOPMENT PROGRAMME

### Customer Journey Board - Highlight Report

No.	Workstream	Lead	Current Progress	RAG	Planned Progress in next period	Start Date	End Date	Status on ASC Risk Register	Budget		Comments
									Savings Target	Report Against Target	
<b>1</b>	<b>Prevention and Early Intervention</b>										
1.1	Carers	Jacqui Clark	Carer's strategy shared and awaiting feedback. Carers are not part of the strategy meetings. Link work with HWB agenda.		Carer's event days to be booked. Continued support with business set up for carers group. Carers strategy – feedback to be given collectively at the next session on the actual paper . LC to co-ordinate.	Oct-15		NA			

1.2	Assessment Direct	Debbie Beaumont	Looking at remodel options. Working collaboratively with liquid logic. Equipment installed to improve communications. Post submitted for approval via SMT.		Analyse productivity with new equipment installed. Continue to look at models of good practise within this area. Further systems improvement and streamlining services. ADL would like to present to this team.	Oct-15		NA			
1.3	Review of Social Workers in GPS	Michaela Cox	2 SW in post dealing with top 5% of GP users to direct them from hospital.		Review existing practice with a view to increase.	Oct-15		NA			
1.4	Early Planning	TBC	Working group being chosen.		Group meeting to be established with chosen representatives	Jan-16		NA			
1.5	Activities in Daily Living (Do we need a name change ? ) This is being discussed as not user friendly.	Sarah Farragher Rebecca Atchinson	Business case signed off. First group meeting completed.  Online implementation plan has been given to IT.		Meeting has been set up with legal. ADL to present to SW teams to gain understanding. Rethink the attendance. ADL rep to	Oct-15		NA			

			Objectives 1 completed		meet with liquid logic to understand the system used. Determine who completing business areas. Complete objective 2 collectively. SF and RA to meet to agree timescales.						
1.6	7 Day Working	Michaela Cox	Working well and staff fully engaged		Project grps established. Establish working groups with Rothercare/7 day working/bridge gaps in service.	Oct-15		NA			
1.7	Single Point of Access	Sarah Farragher	Two meetings have taken place. Last meeting 15/2. Mapping exercise and scoping to be completed .MA agreement may be needed. Need to link "Right care first" and Health links to this via assessment direct.								

1.8	Connect to Support	Information, Advice and Guidance Officers (x2 to be appointed)	JD and PS has been completed and the posts advertised. Few enquiries received.		Deal with all potential enquiries. Set interview dates and get started asap							
1.9	Maximise Benefits	TBC										

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<b>2</b>	<b>Maximise Independence Short Term</b>										
2.1	Supported Living	Mike Moorhouse									
2.2	Integrated Working	Sarah Farragher	Work progressing with CCG on the perfect locality.		Pilot for a fully integrated health and housing team	Oct-15					
2.3	Models of Integrated Care	Sarah Farragher Helen Fisher	Work on this is being led by the CCG. Updates will be given Feb 2016. Weekend cover achieved.		Gain feedback from CCG	Oct-15					

2.4	Re-configure Enabling Team	Chris Corton	Formal consultation commenced in January 2016.		Consultation on proposed structure for remodelling to go to consultation 28 Feb 2016. Briefings to all concerns. Identify therapy preventions	Oct-15					
2.5	Commissioning /Contracts	Mike Moorhouse	Mick Moorhouse has joined RMBC. Currently updating with regard to works. DPS contract currently being reviewed.		Mick to attend CJB boards. Agree increased budget for DP payrole as an interim until full tender 2017. Continuing work on the DP contracts.	Jan-16					

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3	Reviewing for Independence										
3.1	Liquid Logic	Heather Mallan	Liquid logic to come to RMBC for testing in Jan Mid Jan they will come back to us to confirm all our requirements are being met Demos to RMBC teams completed Workshop for OT to be organized Separate OT work stream to be established		Large risks associated to this programme. A meeting has been arranged to move this forward. All to attend.	Oct-15	Aug-16				



3.2	Self Directed Support.	Jill Wetherall	<p>Departmental services working together to embed SDS approach. RAS - adult assessment is completed. Timescales have slipped due to lack of capacity in finance. Children's are doing something very different and not linking the RAS to the assessment</p>	<p>SMT. RAS - gain timescales of finance for completion of scores/points. All SDS activity being addressed and linked to the relevant service involved.</p> <p>Audit team have made some recommendations for ASC to follow, meeting to be set up to discuss.</p> <p>Audit team spot check to be completed on DP area.</p> <p>Regular meeting with audits and revenue and payments has been established.</p> <p>Currently reviewing CHC pathway in DP.</p> <p>DP reviews still ongoing and achieving some savings. (See separate report)</p>	Jan-16	Mar-16	20	£1.7 M against Direct payments.	<p>Overall reduction in cost is being achieved. Via reviews of DPS and care cost capped. £103k dp REVIEW. MS TO CONFIRM MONTHLY AMOUNT.</p>	Succeeded in grant funding from BCF to relieve budget pressures.
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3.3	Assistive Technology	Sharon Barker	Now available 7 days PW. Transportation of larger items increased from 2 days to 5 days		Review funding gaps - Establish DPS to be used for purchasing equipment.						
3.4	Adaptations	Sandra Tolley Helen Brown Christine Marriott	• Group established and starting work on Shaftsbury Avenue project		Agree project plan. Agree referral process and budgets involved. Appointed a lead for the project.	Nov-15					
3.5	Occupational Therapy	Jill Wilkinson	Under spend on private adaptations because of backlog with OT service		Review to establish savings potential. Set up separate work stream	Dec-15					

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<b>4</b>	<b>Maximise Independence Long Term</b>										
4.1	Employment	TBC	Currently in progress of naming leads and reps for this group.		Meetings to be set up	Feb-16					

4.2	Rothercare Restructure	Sarah Farragher	First draft of key decision report completed. Going to SMT ASC/Housing January. Then goes to DLT and then to key decision meeting 21/1. Phased approach has been suggested	GREEN	Awaiting feedback						
4.3	Fairer Charging Policy	Mark Scarrott	Review gaps in policy Jan 16. Benching marking throughout Jan has been completed. Charges have been reviewed. Advisory cabinet has been established.	AMBER	If charges increase we will have to go to consultation. • MS working on res fees with providers.	Oct-15					
4.4	Communication	Tracey Holmes	Flagged the need for representation to sit on CJB boards	AMBER	Going forward rep to attend CJB	Jan-16					
4.5	Housing	Dave Richmond	Various projects discussed and allocated representative lead shared.	GREEN	Housing now attend CJB monthly and aligned to project work	Dec-16					

### RAG Key



**RED** Seriously compromised and at high risk of failure

**AMBER** At risk of failure, benefits compromised or uncertainty over timescales/costs

**GREEN** Proceeding according to plan and milestones achieved.