

Home Care and Support

New Delivery Model - Transformation Plan

New Model – Key Principles

- Promotion of independence and recovery ethos
- Entrusted to manage the envelopes of time for people
- Multidisciplinary team
- High level of trust and Continuity of care
- Support unpaid carers
- Attractive career option
- Sustain - health and care system
- Realise - Social Value

Achieving the Ambition

- Flexibility (Envelopes of Time)
- Reablement and Strength-based practice
- Community assets
- Alignment with key public service providers
- Positive risk-taking and permission-based working
- Continuous Improvement
- Person centred and Continuity
- Trust

Launch

- Pandemic March 2020
- Contract mobilised April 2020
- Safe transfer C16,000 hours per week - 1,300 people.
- New model implementation – paused until October 2020
- Cabinet approved financial support i.e. payment on planned care and support
- Cost of Care Exercise – increase on tendered rates currently being considered

Workforce Development

- Workforce Development Forum
- Skills audit of Care Workers
- South Yorkshire Regional Excellence Centre/
Skills for Care
- Strength based practice module
- ‘Skills Academy’ - attracting the right people with
the values, skills and attitudes
- Registered Managers Network – Skills for Care

Communication Plan

- Information video - introduce the new service model's key messages
- Provide people with personalised and specific information about the new service
 - Letters – delivered at key timelines in the implementation and embedding phase
 - Information Packs to be retained as reference for the person accessing the service.
 - E-newsletters
 - Website content
 - Proactive press releases

Key Performance Indicators

Currently in phase 2 of development:

- Draft document which defines the KPI's Consult with providers
- Pilot KPIs
- Review the implementation and delivery of KPI's
- Revise the draft KPI's in line with review.
- Defined KPI's have been shared with providers

Contract Monitoring

- Reviewing the quality and compliance monitoring process in relation to independent sector care and support services and internally delivered services.
- Work is being undertaken with Innovation and Change leads/Customer Digital Services
- Commercially available monitoring systems being explored.
- A regional approach is being developed - ADASS

Thriving Neighbourhoods Strategy

- Maximise opportunities for services and organisations to work together and co-locate – across service delivery footprints - North, Central & South
- Martin Hughes – Neighbourhoods Manager – leading – will be attending the Registered Managers Forum

Medication Policy

- Medication policy development group established
- Research best practice, legislation, regulation and associated guidance to develop the policy
- Benchmark against policies developed and the experience of other LA's
- Draft Version 4
- Next Steps - Audit against the NG67 standards

Other objectives

- Trusted Assessor Scheme – (Pilot) developed - delegate the role of Care Act Assessor to a registered domiciliary care provider
- Transition from reablement
- Digital care record

Thank You

www.rotherham.gov.uk