

Health and Care Scrutiny Committee

Report from the Commissioning Director: Adults and DASS

15 January 2019

National Social Worker of the Year Awards 2018 – Success

In the last Directors report we were pleased to say that four members of our Adult Social Care staff were shortlisted for the National Social Worker of the Year Awards 2018 which took place on 30th November 2018.

Well done again to our four finalists for the National Social Work awards:

- Kelly-Ann Page (Tewkesbury Locality) - Team Leader of the Year Adults
- Jo Doughty (Tewkesbury Locality) - Adult Social Worker of the Year
- Jess Adams (Stroud Locality) - Adult Social Worker of the year
- Rebecca Payne (Tewkesbury Locality) Newly Qualified social worker of the year award

At the ceremony Rebecca Payne was awarded the gold award for Newly Qualified Adult Social Worker and Jess Adams the silver in the Adult Social Worker of the Year category. A huge well done to everyone!

Contract Award – New Adult Social Care Case Management System

Liquid Logic have been confirmed as the successful tender for the replacement of the Adult Social Care Case Management System. This means we can now proceed with the formal completion and signing of the contract. It is anticipated that the implementation phase will then formally commence on 7th January 2019. The implementation of a new case management system will take 15 months and is not expected to be fully implemented until 1/4/20.

Carers Contract

The existing carers' support contracts are due to expire on 31st March 2019. In order to ensure continued services from April 2019 a fair, open and transparent procurement process was undertaken. The specification for the tender was developed through extensive engagement with local carers and also takes account of local policies and strategies and national best practice. PeoplePlus have been awarded the Adult's element of the contract and we are working with them with regards to mobilisation and implementation.

Adult Care Single Programme of Change

The overall programme to modernise and transform Adult Social Care continues at pace. The programme which consists of over 80 projects is still on track to deliver a modern Adult Social Care fit for the next ten years. The focus is on managing demand and this is being achieved through a culture change away from automatically providing services to a model that **prevents** people entering care unnecessarily, **reduces** dependency and **delays** people entering into social care sooner than is necessary. The approach is based on the new duties for local authorities described in the Care Act 2014. The three tier conversations that front line staff have with people seeking help is now well embedded. Most staff engaged in this work considers that it produces better outcomes for people because support is tailored more precisely to their needs than the previous deficit model.

Three innovation sites were established in August 2018 to introduce a more comprehensive version of the 3 tier conversations on a trial basis. Results have proved extremely good with the average number of completed assessments doubling each week and the working days to complete an assessment have fallen by over 50%. The number of people going on to receive statutory packages of care has also reduced. Staff and customer satisfaction levels are also very high. Following these results it has been decided to develop a plan to introduce this approach to the whole of the operations team. This project could take up to 18 months to complete. Alongside this a project is being mobilised to implement the new case management system. This project could also be running to a similar timeline. Both projects are complicated and there is significant overlap and interdependency between them and affects the same staff group. This comes at a time when there is already considerable pressure on front line staff. Consequently careful management of the projects is essential to ensure disruption is kept to a minimum. The delivery plans and the expected addition support resources are expected to be developed and determined by the early February.