

Wiltshire Council

Health and Wellbeing Board

17 May 2018

Subject: Adults Social Care Transformation Programme update

Executive Summary

Adult Social Care supports people eligible under the Care Act 2014 who are over 18 years and have a learning disability, a mental health problem, a physical disability, a drug or alcohol problem or who are older and frail.

In Wiltshire, the Council, CCG and all health providers (GWH, SFT, RUH, WH&C, AWP) met on 5th April 2017 to agree the Adult Social Care Transformation programme and the use of the additional social care monies provided to Wiltshire Council. The partners agreed that this money should not be spent on additional IC beds, but on supporting people to stay in their own homes.

The ASC Transformation Programme aims to deliver sustainable services that support individuals to maximise their independence and build on their individual strengths and those of their families and communities.

Since the update in September 2017 progress has been made with regards to:

- a prevention model, to be piloted in Melksham, Trowbridge and Westbury
- the new Help to Live at Home Alliance was launched in April 2018
- the new reablement service is being established, with recruitment underway
- strategies in Learning Disabilities and Autism are being refreshed. Following this, the Market Position Statement for Learning Disability will be reviewed.
- Developing new commissioning frameworks for Residential and Supported Living Services, both of which will come into effect in mid-2018, in the Learning Disability Market.

Proposal(s)

It is recommended that the Board notes the progress to date.

Reason for Proposal

To ensure that the Health and Wellbeing Board is fully informed of this significant transformation programme.

Tracy Daszkiewicz

**Director of Public Health, Public Protection & Adult Social Care
Wiltshire Council**

Subject: Adults Social Care Transformation Programme update

Purpose of Report

1. For the Board to note progress on the Adults Social Care Transformation Programme (ASCTP) since the last report in January 2018.

Background

2. The Council, CCG and all health providers (GWH, SFT, RUH, WH&C, AWP) first met on 5 April 2017 to agree the Adult Social Care Transformation programme and the use of the additional social care monies provided to Wiltshire Council.
3. The ASC Transformation Programme aims to deliver sustainable services that support individuals to maximise their independence and build on their individual strengths and those of their families and communities. The key areas of focus for Wiltshire Council in designing an appropriate service have been:
 - Developing a model of prevention
 - Developing a reablement service that supports Home First
 - Increasing capacity in the domiciliary care market
 - Reviewing the residential and nursing care home capacity
 - Redesigned customer journey

Progress since January 2018 is set out below.

4. Developing a model of prevention

The ASCTP Board agreed on 26 April 2018 to pilot the Local Area Coordination (LAC) scheme in Melksham, Trowbridge and Westbury. These areas were identified following detailed mapping and analysis of data relating to loneliness, deprivation, access to care, unsuitable self-referrals to A&E and access to telecare services. Engagement activity has begun in these communities to involve them in the recruitment process. Posts are expected to be filled by late autumn 2018 and a framework to monitor benefits realisation is being developed.

Prevention activity in other areas will be reviewed.

5. Commissioning Intentions and market Position Statement

Learning Disabilities and Autism strategies are in place currently and will be refreshed. The strategies will form the building blocks to refresh the Market Position Statement which will enable providers to better

understand the strategic commissioning and procurement intentions of the Council.

6. Domiciliary care market development

Overall, progress is on track for the reprocurement of the Help to Live at Home (HTLAH) contract. A new HTLAH Alliance was launched on 18 April 2018, with around 70 providers attending from large nationals to smaller, local, family-run concerns. Based on a co-production approach and feedback from our customers on what they want from their care, workshops sessions were run to gather the market's ideas on a range of topics from pricing to geography/rurality to KPIs to innovation and many more. Information gathered from these workshops will be used to inform the final specification/ design of the new contract. The response from providers was highly positive and they are keen for the Alliance to continue to hold forum meetings in the future where they can share ideas on how to develop the market and address particular issues (eg geographies with a lack of provision), as well as include other system partners such as the CCG, Hospitals and the voluntary sector.

7. The Customer Journey and Reablement

The restructuring of key departments in the council's Adults Social Care Service is being finalised with teams being aligned to the 'customer journey'. A new 'Front Door' service, including improved information on the 'Your Care Your Support' website, will start to go live from 21 May 2018. At the same time, within the new 'Front Door', a Multi-Agency Safeguarding Hub will be established with the Police, with Health joining in from autumn/winter 2018. The multi-agency business case for the MASH is currently being developed for approval in each of the organisations.

The establishment of a new Reablement service is progressing. Provider registration has been submitted to the CQC and posts are being recruited to. Impact on the wider market workforce is being monitored.

8. Learning Disability Market

Transformation work is progressing at pace on a staged/phased plan cross the service.

The development of the commissioning strategies described above is further supported by the development of new commissioning frameworks for Residential and Supported Living Services. These will align with the overall vision of supporting individuals to maximise their independence. These will incorporate the current work that is being completed with the market around the cost of care using the Care Funding Calculator as well as the progression model, ensuring that people with learning disabilities live their lives as independently as possible.

Further market engagement will take place to refresh the market position statement that will reflect and outline our commissioning intentions to the market about services that meet the needs of service users now and in the future.

Next Steps

9. A 'soft-launch' go-live will commence from 21st May 2018 with a transition to full capacity for the new structure and contracts by October 2018
10. Phase 2 of the Transformation Programme continues to be scoped, to include specialist services and how to maximise benefits across the social care and health system following the existing Phase 1.
11. A strategic outcome document is being developed to inform the work going forward. Work on a comprehensive needs assessment for Adult Care will be undertaken in the Summer which will inform an Adult Care Strategy for Wiltshire
12. The Transformation Board will continue to meet regularly. It is responsible for monitoring progress against the programme plan and timeline. The Transformation Programme also reports to the Joint Commissioning Board.

Tracy Daszkiewicz
Director of Public Health, Public Protection & Adult Social Care
Wiltshire Council

Report Authors:

Evelyn Wheeler, Interim Director of Commissioning, Wiltshire Council
Catherine Dixon, Portfolio Manager, Programme Office, Wiltshire Council
Sue Geary, Head of Strategic Commissioning, Adults Social Care Wiltshire Council