

GULU SIBANDA

Local Lead (Mid Sussex)

Partnerships & Communities Team

gulu.sibanda@westsussex.gov.uk



**Supporting lives,
connecting people**

Community Led Support Update

February 2020



THE WEST SUSSEX WAY

www.westsussex.gov.uk

Our Vision

“Adults with care and support needs should have the best opportunity to lead healthy and independent lives. But, we will only achieve this by changing the way we work, focusing on outcomes, what people want to achieve, how they want to live and working with our communities differently”

Adult social care in West Sussex – Our vision and strategy 2019-2021



What the Care Act says



Care Act
2014

The Care Act Guidance 2014 states:

- At every interaction with a person, a local authority should consider whether or how the person's needs could be reduced or delayed from arising;
- Local authorities must consider how the adult, their support network and the wider community can contribute towards meeting the outcomes the person wants to achieve and;
- The local authority must consider what else (other than the provision of care and support) might assist the person in meeting the outcomes they want to achieve. Local authorities should consider the person's own strengths and capabilities and what support might be available from their wider support network or within the community.

What is Community Led Support?

Community Led Support (CLS) - focuses on reaching people at an early stage to help prevent or delay the development of their care and support needs and to enable them to be as independent as possible. It is a national initiative being supported by the third sector agency NDTi (National Development Team for Inclusion) in almost 30 sites across England and Scotland for those with lower level social care needs, customers with more complex needs, and family and friend carers

Supporting Lives, Connecting People (SLCP) - is the name we use for delivering Community Led Support/strengths-based approaches to adults in West Sussex (it was chosen by customers and carers)

Talk Local - as part of introducing SLCP we hold these sessions in local communities where people can speak face-to-face with staff from a range of disciplines about their situation and find suitable solutions on the day of the appointment if possible.

Community Drop-ins – Lead by the Partnerships & Communities Team – these are informal community based opportunities for anyone to ask questions and connect to services & voluntary sector community support, prevention focused.

Community Led Support (CLS) principles?



Approach to transforming adult social care based on a set of principles focused on effectiveness and efficiency



System-wide approach, with personalisation at its heart, which questions everything about the way services traditionally work



Supports organisations to co-produce and genuinely work with communities, partners, third sector and the workforce in a way that is often new

- ✓ Co-production that brings people and organisations together around a shared vision
- ✓ Focus on communities, acknowledging that each will be different
- ✓ People can get support and advice when they need it so that crises are prevented
- ✓ A culture based on trust and empowerment
- ✓ People are treated as equals, their strengths and gifts built on
- ✓ Bureaucracy is the absolute minimum
- ✓ The system is responsive, proportionate and delivers good outcomes

Strengths-based approaches defined

Strengths-based approach/practice IS ...

- An approach 'how to carry out interventions'
- Holistic and multi-disciplinary
- Collaborate
- Proportionate
- Approach to the individual circumstances and flexible
- Aligned with risk enablement and positive risk taking
- A focus on 'what matters to you' and 'what is strong'
- Identifying personal, family and community strengths and support the individual in linking with them
- Applicable to any intervention, setting, type or level or need and profession

Strengths-based approach/practice is NOT ...

- An outcome
- About reduction of packages
- About signposting and providing less support
- About not helping
- A focus on 'what is the matter with you' and 'what is wrong'
- About shifting responsibilities to carers and family/friends
- One size fits all (no scripts)
- About avoiding talking about the problems or issues

Local Context

- Key teams delivering the approach are the Prevention Assessment Teams (PAT) (with their multi-agency staff group - from across WSCC, Sussex Community Foundation Trust, Age UK West Sussex and Guild Care) and the Occupational Therapy teams.
- The Partnerships and Communities (P&C) Team's work has been vital in engaging the community, co-producing with partner agencies, sourcing venues (for both 'community drop-ins' and Talk Locals) and promoting 'community solutions' to support Adult Services.

What does this look like in practice?

Key role of PAT, P&C
& OT Teams



Talk Local booked
appointments

'Community drop-
ins'

Co-production with
partners

Reflective practice
to improve
customer outcomes

Comms and
marketing
approaches

Talk Local versus Drop-in sessions

Talk Local

(pre-booked appointments)

- Led by Adults' Services staff: OT & PAT with SW input
- Face-to-face pre-booked appointments in a local venue
- 10 venues with 32 face-to-face pre-booked appointments per week (Western & Northern areas only currently)
- Wellbeing Conversations to prevent, reduce or delay social care needs
- Aim to resolve customer need on the day where possible

TALK LOCAL

Keep your independence

Be part of your community

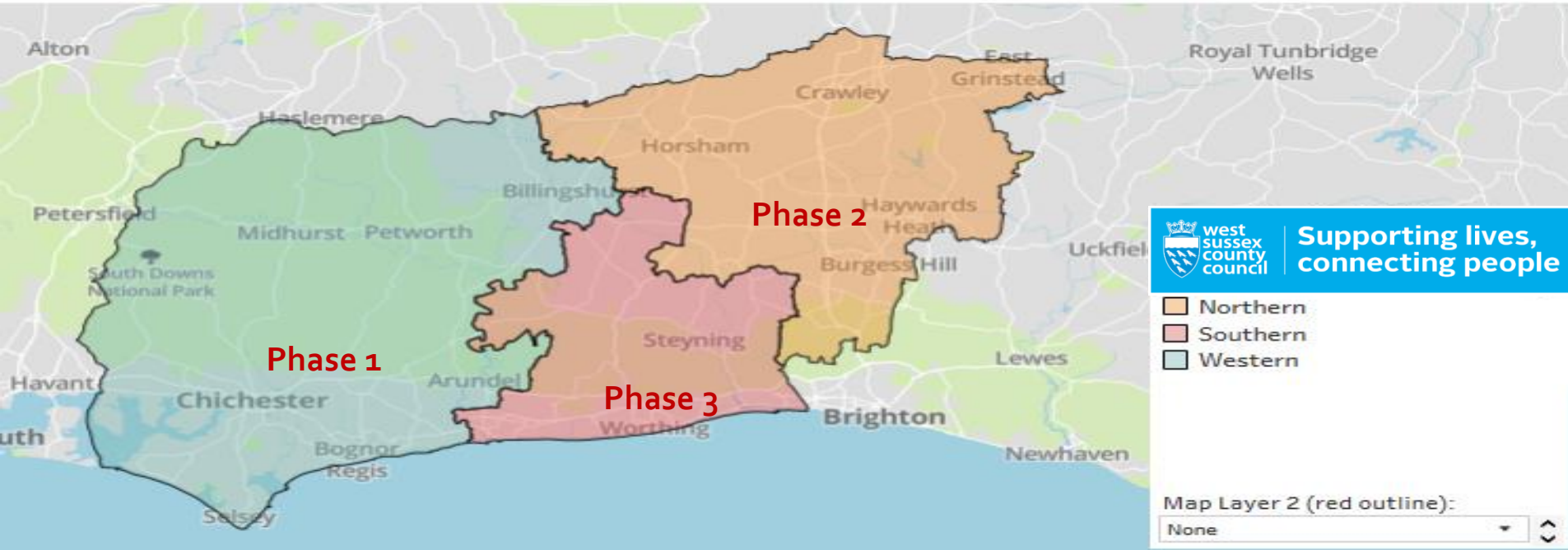
Live the life you want

Community drop-ins

(open access)

- Led by P&C & PAT plus vol sec partners
- PAT Nurse Advisor 'Health Check' being undertaken
- Drop-ins have now been held in 13+ venues countywide
- Preventative focus that complements Talk Locals
- Build on existing drop-in services
- Proportionate recording
- Co-produced with partners

Phased Approach to CLS Implementation





TALK LOCAL



Keep your independence

Be part of your community

Live the life you want

At a Talk Local meeting you can chat face-to-face with a member of our Adults' Services team. It is an opportunity for you to tell us about the things you can do for yourself,

about your family and community, what works well in your life and what needs to change. You're welcome to bring someone with you, such as a relative, friend or carer.



**Supporting lives,
connecting people**

If you have any further questions, please contact Adults' CarePoint 01243 642121.

PLEASE SEE OVER ►

Focus on Mid-Sussex

Talk Local venues for booked appointments currently being tested in:

- Burgess Hill - Cherry Tree Centre
- Haywards Heath - Haywards Heath Centre
- East Grinstead - Glen Vue Centre

Further venues being actively explored in Hurstpierpoint, Hassocks and more rural locations

Community drop-in venues currently being tested/considered in:

- Burgess Hill - Kings Centre
- Haywards Heath - Sussex Oakleaf Event (6 Feb), Haywards Heath Centre
- East Grinstead - Glen Vue Centre

Any questions or comments?

