Health and Adult Social Care Scrutiny Committee – Adult Social Care Improvement Programme 2023-25 Appendix A

west sussex county council

Adults Services – Improvement Programme 2023-25

- Informed by work undertaken throughout 2022/23 to design models of care and support that are focussed on users of adult social care services, a two-year adult social care improvement programme 2023-25 began in April 2023.

- Based on the work to date, the programme is split into seven workstreams, which include customer journey; strategic commissioning; practice and operations; finance and systems; workforce and organisational development; performance and intelligence; and systems partnership working.

- Communications and change, and Care Quality Commission (CQC) assurance readiness are included as overarching workstreams.

Adults Services – Improvement Programme Workstreams (1)

- Customer Journey - work to co-design care pathways with people who use our services and carers including;
  1. Customer Experience Re-design
  2. Reform Readiness
  3. Process and Pathway

- Strategic Commissioning
  1. Commissioning Strategies
  2. Early Support (Information, Advice and Guidance - IAG)
  3. Collaborative Working, including use of Individual Service Funds (ISF)
  4. Shaw Healthcare Contract

Adults Services – Improvement Programme Workstreams (2)

- Practice and Operational
  1. Embedding strength-based working and reviews
  2. Practice Guidance
  3. Transitions (Joint project with Children's Services)

- Finance and Systems
  1. Direct Payments
  2. Provider Portal
  3. Digital Offer
  4. Self Assessment Tools

Adults Services – Improvement Programme Workstreams (3)

- **Workforce and Organisational Development**
  1. Workforce Strategy
  2. Roles and Responsibilities
  3. Trusted Assessor (social care reform)

- **Performance and Intelligence**
  1. Data Quality
  2. Activity and financial reporting
  3. Performance Framework

- **Systems Partnership Working**
  1. Intermediate Care (Joint project with NHS)
  2. Hospital Discharge

Adults Services – Improvement Programme Overarching workstreams

- Communications and Change

- Care Quality Commission (CQC) Assurance readiness

What our improvement programme has delivered so far…

- Staffing in place to ensure dedicated review teams can progress the work required
- First iteration of our Care Quality Commission (CQC) self-assessment report produced and evidence library created
- Design principles co-produced with our staff, service users and Voluntary and Community, Sector and Social Enterprise (VCSE) to underpin service design activities
- Overarching commissioning strategy is in its final stages of development
- Provider commissioned to deliver training and contribute to the council's commissioning workforce
- Transitions programme has moved into its third stage having implemented new processes between Children's and Adults services

Transitions improvements to date

Improving the early identification of young people with eligible adult social care needs, prior to them turning 18. 100 young people now being identified each year

- A new **PowerBI dashboard** to identify young people with high needs

- **Automatic pop-up** in Mosaic – to prompt social workers with young people aged 17

- Trainings, presentations and documents to improve Children, Young People and Learning understanding of adult social care and transitions

- A **checklist** for children's workers, to improve pre-18 preparation

- A new team of **'15+ specialists'** has been created in the Children with Disabilities service

Transitions improvements – next steps

Stage 3 of the programme began in September and runs until March 2023. Activities focus on further improvements to two Transitions pathways:

- Improved pre-18 Transitions planning for young people outside of Children with Disabilities teams
- Improved support and information for this group
- Clear roles and responsibilities between adult teams and Leaving Care Personal Advisors
- Examination of the process of agreeing and managing residential college placements

Non-CWD –> WAMHS pathway

Identify early → Plan **with** the young person → Collaborate between services → Support & inform (including family)

CWD –> LLS pathway
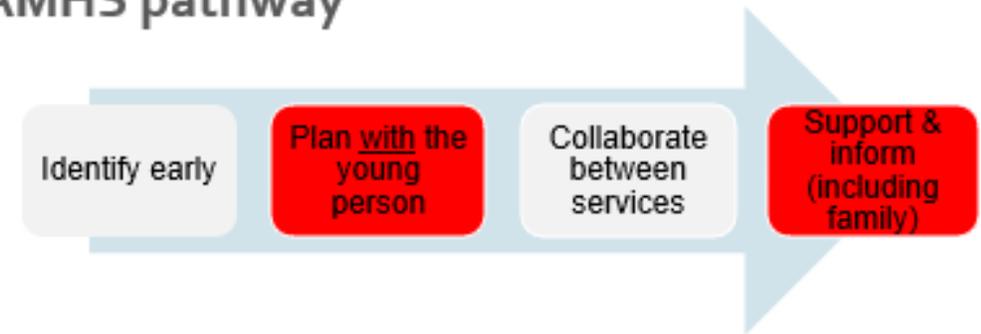
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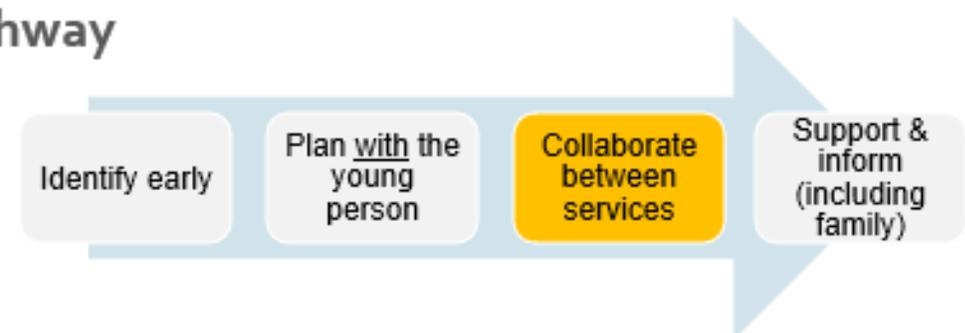
CWD – Children With Disabilities
WAMHS – Working Adult Mental Health Services
LLS – Life Long Services