

Adult Social Care Improvement Programme

Beyond 100 Days
October 2018

Introduction

Introduction

The Adult Social Care Peer Challenge (May 2018) highlighted key areas for improvement that are fundamental to West Sussex achieving Care Act compliant, sustainable services that meet the future financial and demographic challenges. The Council has fully embraced the recommendations of the Peer Challenge. A 100 day programme, focusing on six projects, ran from July until October 2018. Building on these foundations, a three year adult social care improvement programme is now being developed, which will incorporate 100 day sprints to maintain the pace and momentum.

The purpose of this presentation is to:

1

Set out the progress and improvements made as part of the 100 day programme for adult social care

2

Set out the framework for the vision and strategy for adult social care

3

Set out the proposed three year programme of improvement for adult social care, underpinned by a vision and strategy

Summary of peer challenge recommendations

01

100 Day Plan

Implement a hundred day plan to address the core basics and ensure capacity and capability is in the right place including integrated health and social care responsibilities



02

Working with Communities and People

Engage with communities and people who use services to ensure that your delivery of the spirit of the Care Act and the customer journey is focused on delivery of a responsive, effective and asset based service



03

Joint Vision for Health and Social Care

In the immediate future reach out and get a clear commitment to establishing a joint vision for health and social care focused on the needs and outcomes for the population



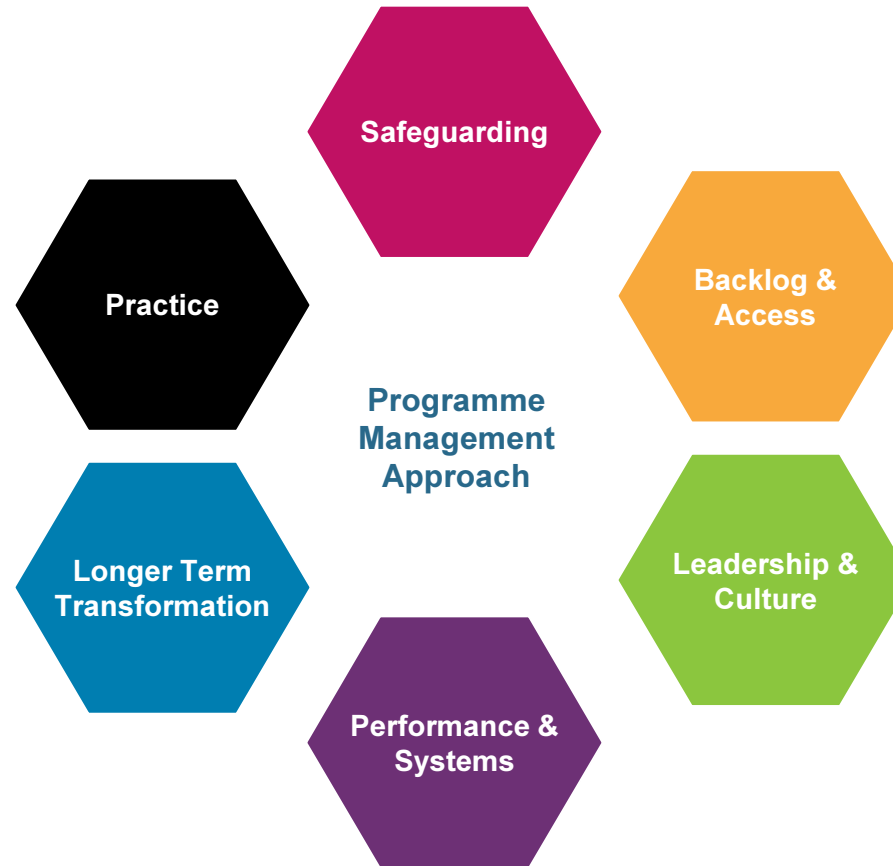
04

Transformation


Consider a properly resourced transformation function that provides oversight and drives large scale transformation



Establishing the 100 day programme



Project achievements

	(1) Practice	(2) Safeguarding	(3) Backlog & Access	(4) Leadership & Culture	(5) Performance & Systems	(6) Longer Term Transformation
	<p>A focused training plan for social care staff</p> <p>(addressing some of the key gaps identified in the Peer Challenge)</p>	<p>The introduction of a new quality pathway for safeguarding,</p> <p>Total safeguarding concerns and percentage assurance decisions in 5 working days increased from 46.9% to 91.2% between Aug and Oct 2018</p> <p>(increased Care Act compliance and enabled a better 'grip' on management of safeguarding)</p>	<p>The introduction of a managed service</p> <p>(bringing in additional front-facing capacity to make a real difference to customers waiting for support)</p>	<p>The recruitment of an interim Service Improvement Team to provide capacity to lead service improvement going forward, and a new permanent Director of Adult Social Services.</p>	<p>The development of four SAFE indicators</p> <p>(Which are now starting to show the improvements made)</p>	<p>Developed a mission and outline three year plan</p> <p>(formed the basis for the vision & strategy)</p>

Overall programme reflections and lessons learned



Collaboration



Programme communications and engagement



Agility of core programme team



Clear targets and measures to measure impact for the 100 days



Structured project and programme approach

High level draft vision

- ✓ Implementation of a community-led model of support
- ✓ Maximising independence for older people, people with physical and sensory disabilities and those with mental health issues
- ✓ Working towards the Care Act requirement to achieve health and social care integration by 2020.

“West Sussex County Council is committed to the principle of supporting independence for adults with support needs, throughout their life journey. It’s the Council’s ambition that West Sussex continues to be a great place to grow older and an inclusive place for all adults with disabilities, mental health issues and their families”

Our priorities for adult social care

Adult social care must:

- ✓ Support and nurture community assets that will enable individuals to live independently for longer
- ✓ Ensure that there is appropriate support for informal carers
- ✓ Safeguard the most vulnerable, in a personalised and dignified manner
- ✓ Ensure that individuals have the information, advice and guidance they need to be able to support themselves.

Support needs to be based on:

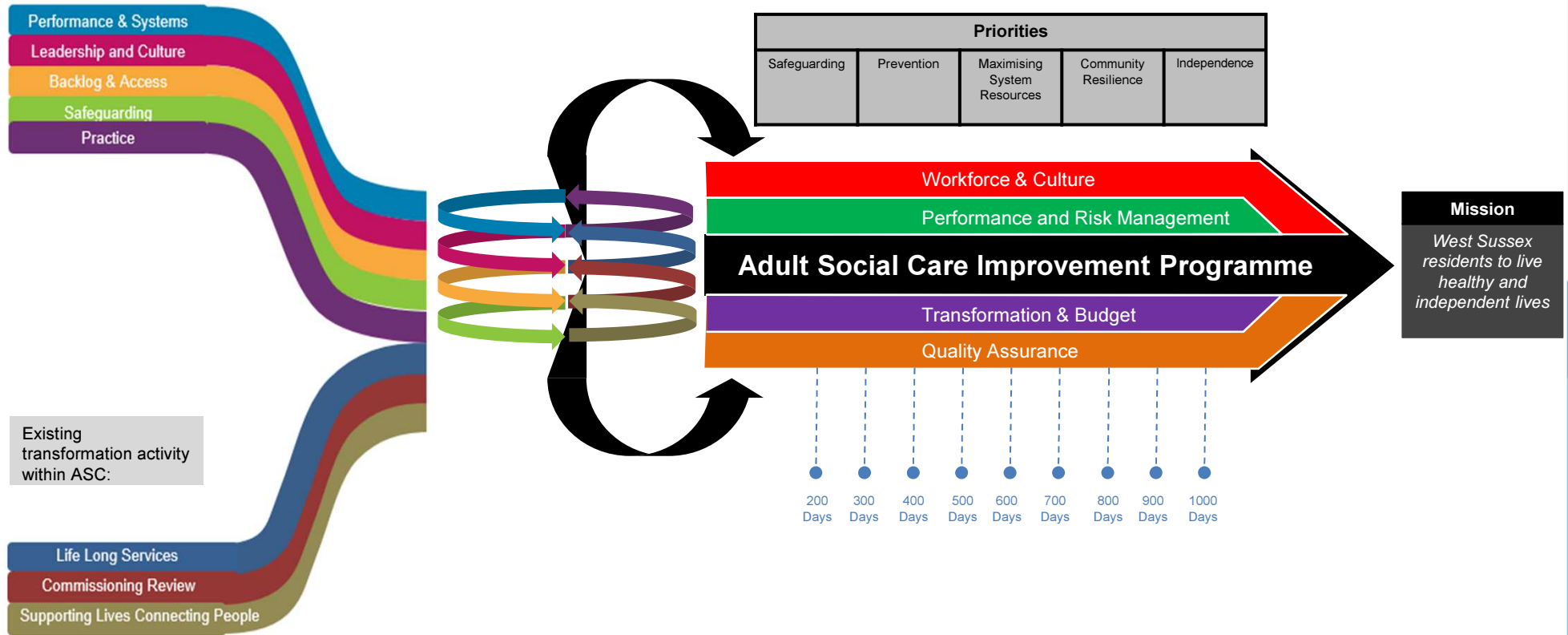
- ✓ Enablement and reablement
- ✓ “Just enough” support to enable independence
- ✓ Personalised support, delivered in a way that works for the individual rather than prescribed by availability or service type.

Our emerging mission and priorities for adult social care

Draft mission and priorities for adult social care in West Sussex:



Transitioning to the 3 year improvement programme



3 year programme – DRAFT emerging architecture

This is the **DRAFT** and emerging programme architecture for the three year Adult Social Care Improvement Programme:

(1) Customer experience and promoting strengths

(2) Making safeguarding personal

(3) Building a resilient workforce

(4) Systems, data and management information (and business insight)

Note: Links with other Council priorities, Health & Wellbeing Strategy as well as the work of key partners within West Sussex

Recommendations



Consider the context and progress of the 100 day programme following the LGA Peer Challenge of Adults Services.



Support the outline of the proposed plan (3 year improvement programme, underpinned by a vision and strategy)



Comment on the draft vision and strategy for adult social care



Consider whether the Committee wishes to consider progress of this work and agree a timescale