



Rutland
County Council

Adult Social Care Development – 2 Years On

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Deputy Director for People's Services





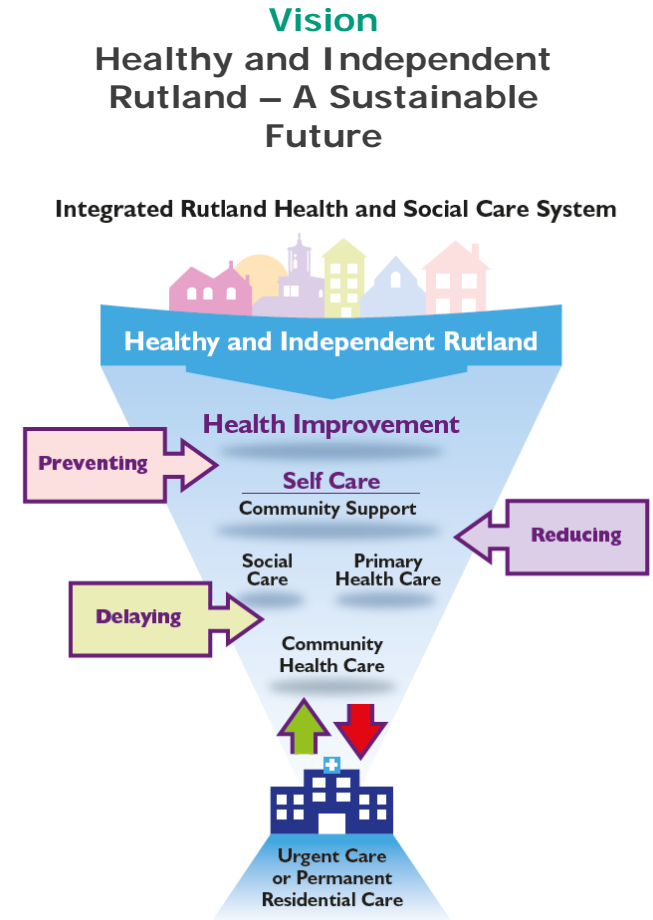
Why did we need to change?

- A review of People's services in 2014 showed that Adult Social Care service was not quite where we would want it to be, the following is not unique to Rutland and many adult social care services are still like this:
 - Teams were based on professional function and employee groups, too much silo working and duplication, too many agency staff
 - Lengthy assessment processes before care was provided and a waiting list for new assessments
 - Services were reactive and prevention was rarely at the forefront of our initial contact
 - Personalisation was not high on the agenda, due mainly to a fire fighting culture and quality was a secondary consideration
 - Reviews of care packages were backed up
 - Safeguarding was not as effective as we would want
 - Unplanned admissions to hospital were on the rise as were residential care admissions
 - There were large ASC and Health delays in hospital discharge
 - People were not remaining as independent as we would like



Our work so far

- Leadership and management was stabilised
- Whole system change - focusing on cross sector **Behaviour** and **Culture** more than system and structure
- Effective **personalisation**, **prevention** and **safeguarding** at its heart
- Changes based on what **service users** were telling us
- **Staff led** and **staff empowered** to make strategic change quickly to solve operational problems
- **Integration** a key requirement of changes





Lead to:

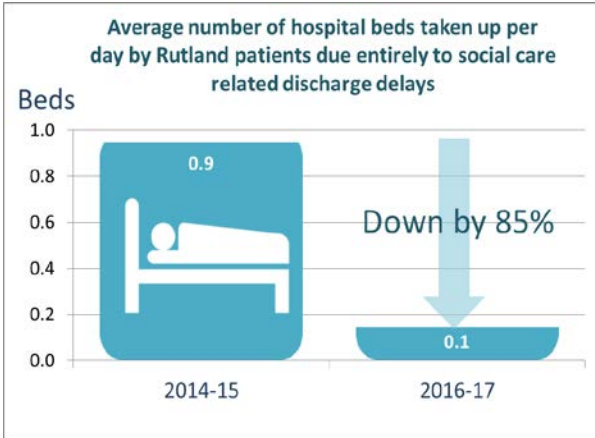
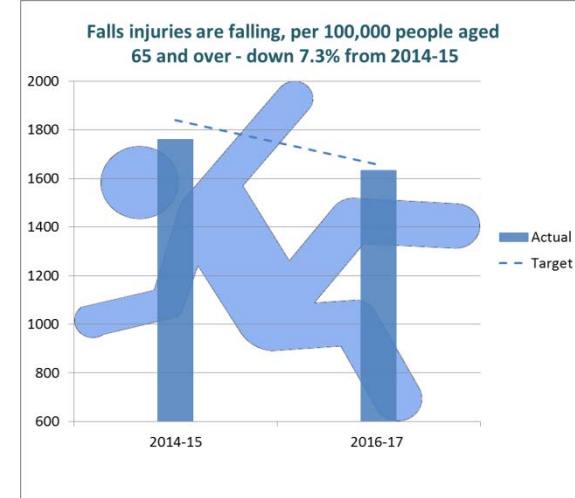
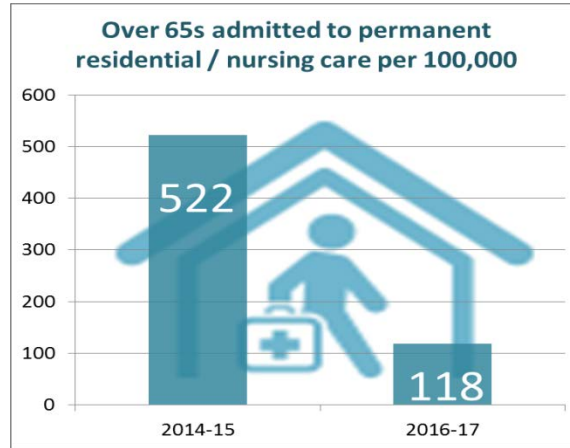
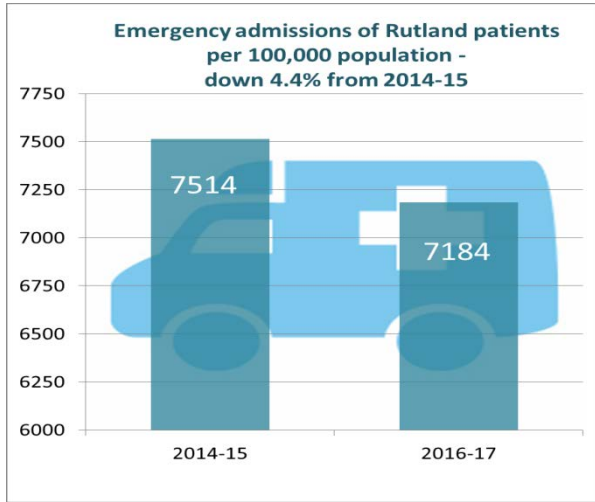
- More **personalised care** – with the service user at the heart
- **Reduced duplication** for the person and a greater emphasis on **quality**
- More **Prevention** focused, including pre-eligibility social care support - Not pushing the issues away until they become a crisis
- **Multi-disciplinary teams** and full **integration** with community health care
- Empowering more people to live **independently** in their own home

Olivia's Story

Olivia says:

- "The move out of residential care has completely changed my life.
- Having Personal Assistants to support me at home and when I go out has opened up a whole new world for me and I feel really positive."
- This move not only was positive for Olivia but significantly reduced the cost to the Council





Other Delayed discharges compared with 2014-15

- Social care and Health delays down by **51%**
- NHS delays down **26%**
- Reduction in all delays **32%**

Care homes from 38% RI to 100% good



Adults with mental health issues living independently up by 25%

Adults with a learning disability who live in their own home or with their family up by 17%

.91% of service users agree care and support services help them have a better quality of life.



The way people feel they have received their care demonstrates our change

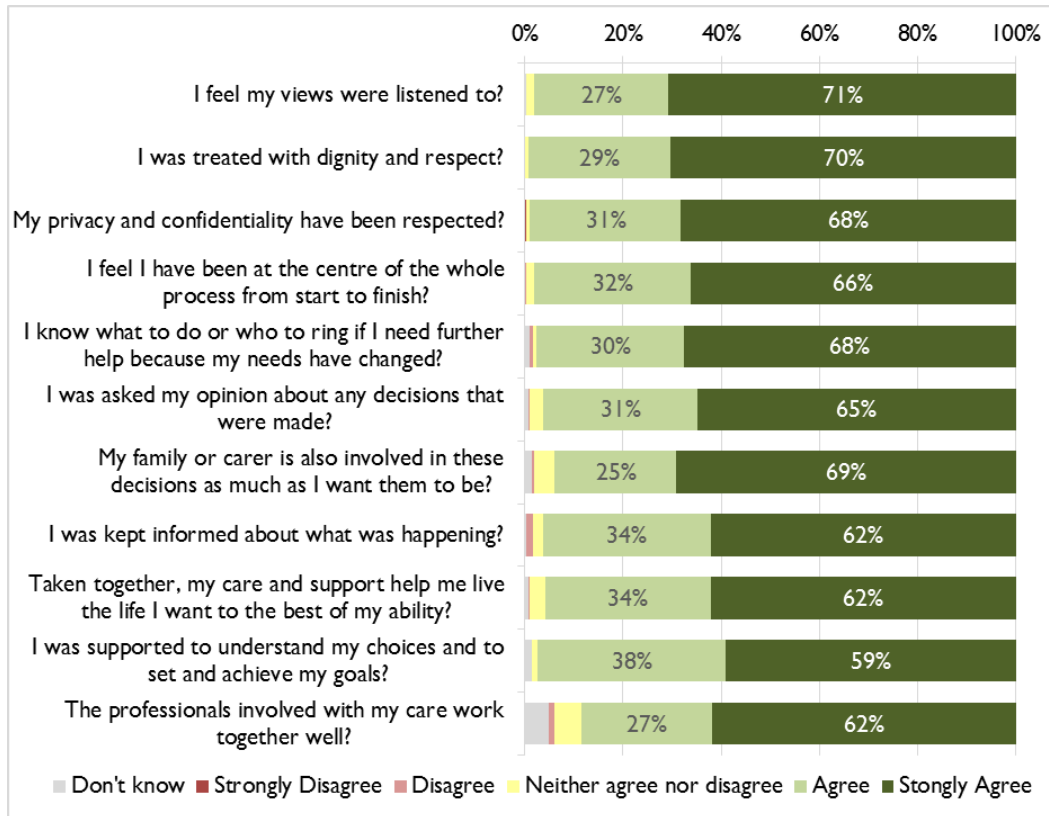


Figure 1 – Responses to questions in the Personalisation Survey for Adult Social Care services

Less agency in all teams & teams are motivated and achieving e.g. we had 46% Social Worker posts unfilled – now just one vacancy

“We are able to adapt quickly to demand and make necessary changes for optimum effect for our local community.” **Marenda - Social Worker**

“We offer a more ‘personalised’ service, unlike other authorities who may be more rigid regarding their resources” **Tina – Assistant Manager Reablement**

“People listen to views and ideas, but not only that, these thoughts are acted upon.” **Sue - In Reach Nurse**



What our future will look like

- **Integrated community wellbeing offer** providing support for the population to stay well, change unhealthy behaviours and manage own health & wellbeing
- **A re-imagined model for Homecare** delivery, potentially building on innovative models, such as the Buurtzorg model, which empowers small self-managed teams of highly trained professionals to deliver all the care that service users need
- **A Rutland specific Integrated Health and Social Care Community Provider** providing community based health and social care
 - *An integrated workforce spanning primary, secondary and social care*
 - *A combined focus on the personalisation of care with improvements in population health outcomes*
 - *Alignment of clinical and financial drivers with appropriate shared risks and rewards*
- **Rutland health and social care 'hub'** where an increased number of services are available in under one roof so that need can be quickly assessed and the appropriate care put in place