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Adult Social Care Plan – Priorities, & Performance

2018-19

Health & Wellbeing Board – April 2018

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A sustainable plan for Adult Social Care

Our priority will always be to provide care and support to our most vulnerable residents

The increasing demand for, and rising cost of, social care means that we need to re-think how we can do this sustainably.

The ASC plan provides strategic direction for Adult Social Care, including:

- The design and implementation of a strengths based model of practice
- A focus on all age prevention
- Strategies to manage demand
- Making better use of individual strengths and assets in the voluntary and community sector
- Supporting individuals to look after themselves and others without support from social services

Our plan for Adult Social Care

Caring for vulnerable residents and connecting people to live healthy, independent lives

Workforce – our priorities

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Embedding strengths based practice across Adult Social Care services in Islington

Empowering staff to build on individual, family and community strengths by:

- Reforming systems to stop unnecessary bureaucracy
- Delegating decision making to frontline practitioners
- Creating new sustainable relationships with the voluntary and community sector
- Building the social care micro-market to make choice easier

Working with partners across North Central London boroughs & providers to secure a skilled sustainable workforce for home care, and nursing homes and create employment and training opportunities for our residents that have been excluded from work.

- Proud to Care, Capital Nurse, Health & Care Academy

Workforce – our performance

Performance

Measure	2016-2017 Performance Islington	Rate of improvement 2015-2017 England	Rate of Improvement 2015-2017 Inner London	Rate of Improvement Islington 2015-2017	Proposal 2018-2019
% Service Users who felt they had control over their daily life	77.3%	0.4%	-1.5%	+6.5%	78%
% of Unnecessary Assessments resulting in no service 18-64	64%	n/a	n/a	n/a	50%
% of Unnecessary Assessments Resulting in No Service 65+	62%	n/a	n/a	n/a	50%

Efficiencies

Our Priorities:

Stop paying for things that do not work anymore by:

- Remodelling prevention & early intervention services to ensure they are providing evidence based interventions with the highest impact on increasing wellbeing and independence
- Working in partnership with voluntary and community providers to support their role in developing resilience and capacity as independent providers in the borough

Be more commercial in the way we manage our services and contracts

Step-up Step down – our priorities

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Right Support at the Right Time:

- Ensuring that people get the right support in a timely way by redesigning the social care front door
- Designing and implementing new services that reduce the risk of future dependency, for example commissioning a new support at home model
- Developing an all age Autism Strategy

Working with individuals and families to help step down from high intensity services

- Work with housing and support providers to establish new models for night support
- Deliver the Transforming Care agenda
- Commission a new offer for young people transitioning into adult social care services – housing, support and employment

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Step Up-Step Down – our performance

Measure	2016-17 Performance Islington	Rate of improvement 2015-17 England	Rate of Improvement 2015-17 Inner London	Rate of Improvement Islington 2015-17	Proposal 2018-19
Older people who receive Reablement or rehabilitation after discharge from hospital	1.6%	-0.4%	-0.1%	-3.2%	5.7%
Average number of delayed transfers of care attributable to adult social care, per 100,000 population.	4.2	-3.8%	-1.2%	-3.2	Subject to national performance metrics via BCF
Proportion of new service users (aged 65 and over) short term service no ongoing support or support of a lower level (%)	96.3%	3.2%	4.6%	9.5%	97%

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Personalisation – our priorities

Reviewing legacy programmes and provision that are no longer delivering good outcomes:

- ‘Council Housing First’ action learning programme in partnership with SHP
- Innovate in the ways we support people with learning disabilities to have personal budgets

Give staff the right tools to support people to make decisions about their care and fulfil their potential

- Using digital tools - mobile working pilot
- Implementing new commissioning and contracting models to increase the range of services professionals and individuals can access – frameworks, DPSs
- Working in partnership with Haringey Council to grow capacity in social care for new service models for example the Positive Behavior Support DPS

Personalisation – our performance

Measure	2016-2017 Performance Islington	Rate of improvement 2015-2017 England	Rate of Improvement 2015-2017 Inner London	Rate of Improvement Islington 2015-2017	Proposal 2018-2019
Uptake Direct payments	31.70%	+2%	+1.5%	+6.3%	37.2
Proportion of carers who find it "very easy" or "fairly easy" to find information about services (%)	7.3%	-0.2%	0.1%	0%	7.6%
The proportion of people who reported that they had as much social contact as they would like	43.7%	0.6%	1.1%	5.5%	45%
Social Care Quality of life score	18.9%	0%	0%	1%	19.3

Employment & Day Opportunities – our priorities

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Supporting individuals to acquire new skills, set goals and aspirations or gain employment:

- Collaborate with Haringey Council to establish a new day opportunities and employment framework to meet adult social care needs
- Review the in-house learning disabilities day offer and reform to ensure it better meets the needs of young adults
- Establish an effective employment offer from young people transitioning into Adult Social Care

Helping all Islington residents to achieve their full potential and live meaningful daily lives

- Collaborate with NHS colleagues to develop new day opportunities for individuals with complex needs
- Implement a new approach to supported living for individuals with a learning disability that reduces the need for day provision.

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Employment and Day Opportunities – our performance

Measure	2016-2017 Performance Islington	Rate of improvement 2015-2017 England	Rate of Improvement 2015-2017 Inner London	Rate of Improvement Islington 2015-2017	Proposal 2018-2019
Learning Disabilities in Employment	5.2%	-0.4%	-0.2%	-0.2%	6.5%
Mental Health in Employment	New Measure in development for 2018-2019				

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Accommodation and Support – our priorities

Making better use of our housing stock & adaptations funding to support people to live independently in their community

- Work with the New Homes Programme to plan for the expansion of specialist housing & ensure that general needs housing is designed to meet the lifelong needs of adult social care clients
- Redesign the occupational health capacity in the disabled facilities grant process and increase the use of adaptation funding for council stock

Commission better accommodation offers that encourage independence wherever possible

- Collaborate with landlords and housing providers to test new support models for older people
- Review duplicate provision to secure the most appropriate support for people with complex social and housing needs
- Work with planning and developers to secure investment in additional extra care / flexi-care schemes for the borough

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New Models of Housing and Support – our performance

Measure	2016-2017 Performance Islington	Rate of improvement 2015-2017 England	Rate of Improvement 2015-2017 Inner London	Rate of Improvement Islington 2015-2017	Proposal 2018-2019
The number of council-supported older adults (aged 65 and over) residential and nursing care during the year	372.82	58.1	76.4	1129.5	370
The number of council-supported younger adults (aged 18-64) residential and nursing care during the year	10.50	0.9%	3.4%	34.4%	9.8
Learning Disabilities in Settled Accommodation	70.8%	2.9%	2.4%	22.3	77%

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Programme Delivery

Adult Social Care Planning Board

The Board is responsible for achieving the improvements in quality and cost savings outlined in the adult social care plan.

Delivery Structure

- The Board convene each month to review and agree reports or proposals relating to the ASC plan.
- Theme leads provide an oversight to the group on their theme's projects.
- Project leads oversee the planning and delivery of projects. Each project lead will submit an update.
- Projects are also underpinned by financial monitoring using a benefits tracker which is signed off by theme leads and finance.

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What this means for the way we work

A strengths-based approach to social care

A strengths-based approach to social care concentrates on the assets of individuals, families, groups and community organisations, which can allow people to live independently and do more for themselves.

A strengths-based approach is essential in re-balancing our emphasis for social care, toward more personalised services which focus on prevention and building resilience in individuals and communities.

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What this means for the way we work

Using a strength based approach means social care practitioners would:

- Work in collaboration with service users, so they are more than passive recipients of care and support.
- Start with what people can do and build on their strengths.
- Be enabled to have ‘better conversations’ with people, to understand what’s already going on in their life.
- Have a detailed understanding and confidence in the community resources and services available to support service users.

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What this means for adult social care service users

- Supported to identify their own strengths and assets, and to sustain positive change in their lives, with proportionate support when it's needed.
- Have the tools they need to be more resilient, so they are better placed to cope, even during difficult times.
- Be better connected to things that make their life work without social care support
- Trusted to be the experts in their own lives. Enabled to make decisions about what they need and in control of life decisions

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Working with partners and colleagues

- We can't deliver our plan in isolation. Now more than ever, we need to build new partnerships and strengthen existing ones.
- There's an opportunity for us to re-shape the role of social work and the relationship we have with our residents.
- We want to build a better understanding of our community and voluntary resources so people have access to networks which engender a sense of wellbeing and greater quality of life.
- More joined up working with health colleagues and key internal partners such as housing, children's social care and others