

choice and control

choosing your support, your way



November/December 2009

Apologies for there being no update in November, however, this newsletter contains all update information since October's edition.

During this learning phase, it is important that you have the opportunity to feedback and comment on the Choice and Control programme. To get in touch with us please use the links within this document to contact the relevant person or alternatively email us at choiceandcontrol@worcestershire.gov.uk

Please ensure that the information contained within this document is passed around to your colleagues who do not regularly access the internet or emails.

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Update on the Pathway

Access Service

From 16th November, Customer Service assistants within the Access Service began to use a new single referral process for new service users. The new form has been developed in conjunction with the Older Peoples and Physical Disabilities team managers and is seen as useful tool in moving the service forward.

From 1st December, the Access Service extended its opening hours. People enquiring about adult social care services will be able to contact the Access Service, via the Worcestershire Hub, between 8.00 am and 8.00pm Monday to Friday and from 9.00am to 5.00pm on Saturdays. This will offer a more flexible service to the general public and enable them to make a referral for social care, or gain access to information at times that are more suitable for them. The Access Service will pick up referrals during normal office hours.

For further information, please contact [Andrew Morley](#)

Promoting Independence

Earlier in November, a visioning event took place to give the newly integrated Promoting Independence and Reablement team the opportunity to share their ideas and thoughts on the future of the newly integrated service.

Three more Promoting Independence assistants (PIAs) have been recruited to the service and will begin in December. The service is likely to stay with current staffing levels over the next few months to see what capacity the service can manage.

Since mid-November, Promoting Independence assistants have been working in localities and using Touchpoints throughout the county in order to reduce travelling times. The rota pattern has also been changed to improve continuity of care and capacity.

The Promoting Independence service no longer completes the Self Assessment Questionnaire (SAQ). Completion of the SAQ will now take place during the Care Navigation service.

Since 2nd November, the Promoting Independence service has been accepting referrals from hospitals for new service users. This has been quite a challenge for the team due to the quicker response times required from hospital discharges although this is improving as systems become more established.

The team has so far achieved its key target of 50% of service users being discharged with no ongoing care needs.

For further information, please contact [Kate Pike](#).

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Care Navigation

The newly revised Self Assessment Questionnaire and assessment forms have been developed and are currently being tested. These new forms should help make the pathway and process more efficient for staff and service users alike.

The team continues to work with vulnerable adults. Capacity for the team to do this work is being monitored to ensure that it does not detract from the main purpose of the team in trialling Choice and Control assessments and support planning. Two of the team have undertaken support brokerage training and will be sharing their learning with the team to increase the individualised support planning approach. Team members are also sharing their learning with other social work teams, newly qualified workers and other professionals as well as taking part in Action Learning Sets.

For further information, please contact [Karen Taylor](#).

Update on Projects

Reviewing

The Countywide Reviewing Team (CRT) has completed a pilot of the Department of Health (DoH) review tool. The team took six weeks to complete 56 review cases and the results have now been sent to the DoH. Some minor amendments and additions were made to make the format more suitable for its use in Worcestershire. Service users found the focus on outcomes a more beneficial experience although they did need support to understand and interpret what an 'outcome' meant for them. It is recognised that the key to helping them with this is the training and approach taken by staff conducting the review.

The initial reviewing process and workflow have now been designed. This links through from Care Navigation and has the ability to move existing users into the workflow so that an Individual Budget option can be offered at the end. This initial design of workflow and recording documentation has been built and system tested on Frameworki and is now ready for use.

The Personal Review Team (PRT) has now been established. The team will be based at Bridgewater House managed by Glyn Hazell. Glyn will continue to manage the CRT during the learning phase, which will help ensure experience, learning and workload capacity are balanced between them. Based at Bridgewater House, close links with the Care Navigation Team can also be maintained.

Workload for the team for Personalisation has been identified within Older Peoples (OP), Physical Disabilities (PD) and Learning Disability (LD) services. The use of the PRT for handling Mental Health cases is still being looked at. Reviewers with mental health experience will be sought to help develop the learning in this area. One LD reviewing officer is already seconded to the team along with two experienced reviewing officers and a CRT experienced administrator. Training and induction commenced at the end of November and the reviewing started earlier this month.

For further information, please contact [Annie Dickson](#).

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Systems and Frameworki

Following the review of the Choice and Control Pathway for the learning phase at the beginning of October a revised pathway is in the process of being tested and signed off. All Choice and Control documents and workflow processes embedded in Frameworki were scheduled to be updated with the newly proposed pathway on 30th November 2009. Staff delivering Choice and Control to clients were brought together to decide how the pathway could be improved and following that specified the processes that we will be using throughout the next stage of the learning phase.

For further information, please contact [Esther Conran](#).

Staff Information

New Development Manager

The Choice and Control project team has a new Development Manager. Amanda Smith joined the team on 2nd November 2009 and has been seconded to the position for a period of 8 months. Amanda will use her experience from an extensive background in culture and community services and wider partnership working to harness links with universal services to ensure that culture, leisure, housing and volunteering opportunities are available to support people with care and support needs.

To find out more, please contact [Amanda Smith](#).

Training and Development

The Learning, Development and Well-being Centre are delighted to be able to offer a variety of training courses for Personal Assistants under the Choice and Control programme. They will be able to access courses from the voluntary, independent and private sector portfolio as long as it is pertinent to their job.

The process for booking on to courses is still to be confirmed, as ordinarily the line manager would complete a nomination form, thus identifying that the course is relevant to their role. As soon as this process is identified staff will be updated, however, if anyone is interested then please contact [Jenny Crouch](#) for further information.

Q&A Sessions 2010

Due to the success of the Q&A events for staff held in the autumn, further sessions have now been scheduled for January, February and March 2010. These drop-in sessions give you the opportunity to raise any queries or concerns about the Choice and Control programme as well as giving you the opportunity to learn more about what is happening. If you would like further information on these sessions, please contact [Pauline Austin](#).

Learn More

Shared Knowledgebase

The Shared Knowledgebase project is a multi agency project to develop a single point of information about care and well-being services in the community.

People wishing to access a broad range of care services or information have a wide range of organisations to approach when doing this research. Until now, these organisations have each maintained their own lists of services, some more comprehensive than others, and the quality of information provided varied greatly. In addition to the quality issues, this also represented a considerable duplication of effort between organisations, each allocating staffing resources to the maintenance of information systems.

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As part of the Choice and Control programme, we have taken the lead in establishing a working group to look at the information that is available to people seeking support services. The group includes representation from Adult & Community Services, the Worcestershire Hub, the Disability Information and Advice Line (DIAL), Age Concern, the British Red Cross, the Family Information Service, the Primary Care Trust, Worcestershire Association of Voluntary Organisations in Community Care (WAVOCC), Community First and Festival Housing. For the past year, this group has consulted with the public and organisations involved in the business of providing information to develop a web resource, which will be available to all. This new resource will contain information on a broad range of services, from those specifically targeted at people with specific needs to others with a more universal appeal.

Throughout the summer, the project has collected information on almost 400 services and it is anticipated that this will continue to grow. Following a tendering process, the contract has recently been awarded to Open Objects, a company already supplying similar systems to other councils throughout the country. The next stage is to begin the 8-week programme to put a live system in place. It is hoped that we can gain agreement from the Worcestershire Partnership to use their house style and branding for the knowledgebase. This should emphasize the partnership aspirations of this project.

Members of the public will be able to access the information via the internet either directly or by approaching any of the advice and information services in Worcestershire, all of whom will have free access to the system. An editorial panel, with representatives of these organisations, will be formed prior to launch to oversee the ongoing development of the system.

Access to a single comprehensive information source should mean that a higher percentage of public queries are satisfied at the first point of contact, whether that is the Citizens Advice Bureau or the Worcestershire Hub. A useful by product of the system will be the statistical information that can be extracted. This will allow the people managing the system to identify what the most common searches are for so they can identify any gaps in service provision, where a demand for support is unmet or poorly served.

For further information, please contact [Andrew Morley](#).

Merry Christmas

The text 'Merry Christmas' is written in a red, cursive font. The word 'Merry' is on the top line, and 'Christmas' is on the bottom line. The letters are decorated with green holly leaves and red berries. The 'M' has a large holly sprig on its right side, and the 'C' has a holly sprig on its left side.

Please look out for the next edition at the end of January