

choice and control

choosing your support, your way



Update – October 2009

The monthly update is intended to update and inform you and your colleagues about the developments and changes happening within the personalisation programme for Adult Social Care services throughout Worcestershire. It gives us an opportunity to let you know about what lessons are being learned and how processes are changing.

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.

In October's update:

Events

- The review of the pathway

Update on Projects

- Workforce
- Brokerage

How does it work

- Resource Allocation(RAS) Panel

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Events

Stakeholder Event Friday 2 October

Having completed 6 months working with the new Choice and Control systems and processes, a stakeholder review day took place on Friday 2 October.

Representatives from the Access Service, Promoting Independence, Care Navigation (including Doing It Your Way), the Carers Unit, Brokerage, Information and Performance Management, and Systems were invited to the event to spend time discussing their experiences and give them the opportunity to review the processes that have been used during this initial phase.

Annie Dickson opened the meeting by updating attendees on the developments with the Choice and Control programme and acknowledged that there have been issues surrounding some aspects of the pathway and its documentation.

The **Access Service** has recently stopped using the Self Assessment Questionnaire as it was found to be too lengthy and complex to use over the phone with new service users. A new single referral document will be used in the initial telephone assessment, which will give advisors sufficient information to pass on to the next stage of the pathway. The team reported that they are enjoying the new way of working and feel positive about the benefits for the service users.

The **Promoting Independence** team have received some very positive feedback from service users who have been through the new service. With the integration of the Reablement Service from 9th October, capacity for the service will be increased and the service will be able to offer more people the opportunity to maximise their independence. The fully integrated team will cover all new referrals coming through the Access Service along with referrals from community and hospital-based health professionals.

The **Care Navigation** team reported that the new process felt like a return to traditional social care values. The team generally felt very positive about Choice and Control and were keen to feed this back to colleagues working outside of the programme. Team members are also working with external agencies to help them understand how to accommodate the service users' wishes. The Care Navigation team is also currently taking referrals for vulnerable adults and those with complex needs. The team will also be taking referrals from the new Review Team as soon as this is established. The capacity of the team will need to be considered carefully to ensure they are able to respond to referrals efficiently. This activity will be reviewed when the Care Navigation team starts working with clients referred from the Review team.

Brokerage continues to develop and purchase an increased amount of service provision on behalf of the service users within Choice and Control. Like the Care Navigation team, they too have found that they have to 'encourage' the providers to offer a different type of service and offer alternatives that in the past the service user may not have had access to.

All teams have had issues with the documentation, and some parts of the pathway, which was felt to be time consuming and complicated.

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A separate focus group has since been working on the documentation, reviewing how it links together, and reducing duplication in the pathway. The working group has also looked at the terminology used in the documentation to ensure that it is the same throughout and taken particular account of safeguarding throughout the processes.

Once the systems and documentation have been revised, they will be implemented for a 3-month learning period prior to roll out across the department.

Annie would particularly like to thank all those who attended on the day for their hard work and input and for helping with this important stage of review.

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

Information on Projects

Workforce

The Workforce Planning project continues to support the other projects within Choice and Control by meeting regularly and working with the Strategic Leads on service design for the future services.

Regular communications continue with the unions and a new staff communications strategy is being worked on to ensure that staff are kept informed and involved in the development of the new processes.

Question and answer drop-in sessions have recently been held in Bromsgrove and Kidderminster. Attended by leads and managers from the Choice and Control programme as well as representation from Unison, the feedback from these sessions has been very positive.

These events are intended to give staff a brief update on the Choice and Control programme and give them the opportunity to raise questions about their own issues and concerns about how the changes will affect their jobs and the people who they work with.

Further sessions are planned and will be advertised on the Choice and Control pages of SID.

For further information on any workforce issues please contact [Pauline Austin](#).

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Brokerage

In line with the project plan, and to meet the demands of the new services being referred for a brokerage service, four additional Brokerage Officers and two Brokerage Assistants joined the team in September. Following an intensive two weeks of training, the new members have integrated well into the established team, bringing with them a range of new skills and experiences to contribute further to the development of this successful team.

Since 1st October, the team has been sourcing and negotiating care home placements and home care packages for patients being discharged from the acute hospitals in Worcestershire. This is an exciting and demanding new area for the team, requiring the development of close working relationships with staff in the Integrated Discharge Teams in order to facilitate timely and appropriate discharge arrangements.

From 23rd October, the team will be responsible for producing purchase orders for Direct Payment arrangements across all service user groups and, from 10th November, domiciliary care arrangements for community teams. In the meantime, work is concentrated around designing and implementing efficient and effective processes through which these new service areas can be managed.

To contact the Brokerage Team call 01905 822504 or email BrokerageTeam@worcestershire.gov.uk.

How things work

Resource Allocation (RAS) Panel

The Resource Allocation Panel meets once a week to allocate indicative personal budgets to service users who have followed the 'Choice and Control' pathway. To access a personal budget the service user will have completed a Self Assessment Questionnaire either by themselves or with help from someone else. An Adult Care Assessment will have also been undertaken by a worker from either the Promoting Independence Team or the Care Navigation Team.

The allocated worker prepares a summary report of the service user's situation using information from both the Self Assessment Questionnaire and the Adult Care Assessment. The worker will highlight the outcomes the service user would like to achieve. The Team Manager of the Care Navigation team will present this report to the panel.

The request is then discussed at length by Managers from the various service areas including Physical Disabilities/Older People, Learning Disabilities, Mental Health services, Carers Unit and Catherine Driscoll (Head of Service) to ensure that everyone's expertise is utilised.

The discussions are often lively, challenging, enthusiastic and informative. A collective decision is made on how best to meet outcomes for the service user. This can be either social care funding via a personal budget, signposting to other agencies or both.

The decisions from the panel are passed back to the worker involved who then starts the support planning with the service user and carer. The support plan shows how the service user intends to spend their personal budget but also ensures the service user has the support they need.