

# choice and control

choosing your support, your way



## **Choice and Control Update – July 2009**

The Choice and Control Programme has been in place for over a year and has made significant progress in delivering a new personalised approach. To ensure that we learn the lessons from the first phase and use that to inform how we go forward we have reviewed how the programme is managed. Some of the projects are now complete and others will be focussed on in the coming months. You will be kept informed of any developments within the programme via this newsletter and briefings from the individual projects.

### **Promoting Independence Service**

The direct pathway from the Access Service to the Promoting Independence service is proving very positive for service users. Waiting times for adaptive equipment/ minor adaptations have been reduced and in the majority of cases people have been able to receive a service within a couple of days. Some service users have been discharged with no ongoing care needs following the team's intervention; some have been referred to the Care Navigation team with a clearer picture of what their abilities, difficulties and desired outcomes are.

Documentation is being streamlined and team members are working on their skills and training requirements to ensure an effective service is being developed.

Worcestershire County Council (previously Crossroads) now employs 17 Reablement Assistants that continue to work within the 3 Reablement teams, which for now are operating 'business as usual'.

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

# choice and control

choosing your support, your way



## **Care Navigation Service**

The Care Navigation team is now taking referrals directly from the Access Centre for people who are not in need of a Promoting Independence (PI) service. People who have been through the Promoting Independence service are also starting to be supported by the Care Navigation team. This initially involves updating their Self Assessment Questionnaire (SAQ) for an allocation to be agreed. The Resource Allocation System (RAS) Moderation Panel is currently meeting weekly to ensure that funding is being allocated in an equitable manner.

The Doing It Your Way project has now finished but the team continue to work to assist people with completing their SAQ and in developing their support plans. The team, based in BILD (British Institute of Learning Disability) are working closely with the Care Navigation team and have been able to share their knowledge and experiences to date.

For more information on Care Navigation, please contact [Annie Dickson](#)

## **Brokerage Service**

The initial phase, concentrating on new long-term care and residential placements has gone very well and the team are now also working with respite placements. The team has been able to negotiate packages with providers, which have already seen savings being made as well as improving the efficiency of processes. As a result of the successes that the team has already achieved, the next phase of recruitment as well as the initial seconded posts has now been advertised as permanent roles to enable further development of this service.

The team now broker for Individual Budgets, with the next key phases covering Direct Payment purchases, domiciliary care and day care. It is anticipated that the Brokerage service will be fully operational by October 2009. Work continues on the development of the new processes and documents required to support this service and ensure a straightforward and efficient service for all those using it.

The Brokerage Team do not have direct contact with service users or their family/carers but work closely with social work colleagues and service providers to ensure the best package for the individual user. The Brokerage Team also work closely with the Council's Payments team, Contracts Team and Strategic Commissioners. Commissioning intelligence, relating to both demands and gaps in the market, service user feedback and service provider quality will be collected to inform future commissioning decisions.

For more information, please contact [Amanda Nally](#).

# choice and control

choosing your support, your way



## Review and Commissioning

A number of providers have recently attended workshops updating them on the Choice and Control programme as well as offering them advice on how to take their businesses forward with the personalisation agenda. The two hour sessions have been based around small group workshops which have included advice on marketing and managing business change, along with information on 'outcomes based' ways of working and the new brokerage service.

Feedback from the sessions has been extremely positive, the providers involved have enjoyed the opportunity to network with colleagues and learn about what they are doing to deliver more personalised services.

Two more workshop sessions have been arranged before the end of July and it is likely that invitations will be extended to more providers in the autumn.

For more information, please contact [Adam Russell](#).

\*\*\*\*\*

It is important that throughout the learning phase you have an 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](mailto:choiceandcontrol@worcestershire.gov.uk)

You can also find more information about Choice and Control on our website at [www.worcestershire.gov.uk/choiceandcontrol](http://www.worcestershire.gov.uk/choiceandcontrol)

Look out for the next update in September.