

choice and control

choosing your support, your way



Choice and Control Newsletter January 2010

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

A feedback form is attached. Please use this to send any queries through to the Choice and Control programme at choiceandcontrol@worcestershire.gov.uk

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Carewise

The shared knowledgebase project is in the final stages of development and is set to 'go live' in early March. Now, with a new name of Carewise, chosen to reflect the type of information available on the site, the working group is currently developing the design and look of the website. The new Carewise logo is based on the colours and font used by the Choice and Control programme and is supported with imagery used on the literature. The layout and style of the new Carewise website is based on the council's own website with a banner at the top of the page. The website will be accessible from a number of sources and the page banner can be adapted to reflect the providing organisation's own styles and colours.

Over 500 services are already uploaded into the new database and the company supporting the software is currently 'harvesting' details from other reputable sources to ensure we have a sufficient store of information at 'go live'. This 'harvester' will assist with keeping records up to date, as it will automatically update any 'harvested' records at regular intervals. Manually inputted records will be maintained by the organisations, which have been involved with the project set up as well as members of our own teams.

Carewise will be a central source of care and well-being information for Worcestershire. It will contain details on a broad range of services, from those targeted at people with specific needs to others with a more universal appeal. The system also provides details of events as well as local and national services, which support a broad range of desired outcomes, whether these services are, free or provided at a cost to the user.

Initial testing of the new site is taking place over the coming weeks and training will be offered from late February to staff and volunteers likely to use the database on a regular basis.

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. Using an advanced search option, people can search for specific outcomes or services and filter results down by location and a number of other options. Staff can access the website to can find out further information about services available and help people identify the outcomes, which best suit their personal circumstances and preferences.

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

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LEAN Review of the Pathway

On Monday 18th January 2010, staff representatives from each part of the Choice and Control pathway met to review the flow and processes within the pathway. In particular, they looked at making the pathway as LEAN as possible i.e. removing/reducing any unnecessary activities or processes that did not have any helpful purpose or may negatively affect the service users 'journey' through social care services.

The first half of the day was spent looking at the activities in the pathway at present and all the issues that people come across. In the afternoon, the time was spent considering how the pathway could be improved and how any issues could be removed/ or dealt with.

It was a long, hard day but it was re-assuring to find that the pathway that is currently in use is probably as LEAN as it can be at this point in time with a just a few changes being proposed. However, the group did realise that there were still a number of issues needing to be addressed. For example, how to get Individual Budgets passed through the Resource Allocation Panel quickly, how best to deal with urgent and unplanned work and the quickest way to support people being discharged from hospitals. Issues that could not be resolved at the meeting were taken for follow up by individuals who will need to find the solutions before the pathway is rolled out across the county.

One of the key issues arising was around the documentation and ensuring that it links together throughout the pathway and is as concise as possible. It is also necessary to make certain that information is collected to enable people make decisions about the support they want in order to meet their outcomes. Issues about the documentation will be dealt with separately and staff from across the pathway will be meeting on Thursday 28th Jan to undertake this work.

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

Training and Development

The Learning, Development and Well-Being Centre are offering a two-day course, "Person Centred Planning" to support the Choice and Control roll out.

The course will enable participants to:

- Describe the principles of outcome focussed assessment
- Demonstrate skills in completing outcome focused assessments
- Explain the rationale and demonstrate skills in person centred support planning
- Describe a risk acceptance approach and its impact on practice

Places on the first two courses have been set aside for Managers within Adult Social Care.

For further information, please contact [Jenny Crouch](#).

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Q&A Sessions 2010

Due to the success of the Q&A events for staff held in the autumn, further sessions are now scheduled for 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. The following people will be available for you to speak to Annie Dickson – Strategic Lead for Choice & Control, Pauline Austin – Senior HR Advisor for Choice & Control and Peter Fennell – UNISON representative for Choice & Control.

Dates for the next sessions are:

Tuesday 9 February

2.30 - 3.30pm } Room BAOG.01
3.30 – 4.30pm } Windsor Street, Bromsgrove

Thursday 11 March

2.30 - 3.30pm } Room 12
3.30 – 4.30pm } Orchard Place, Redditch

Thursday 25 March

2.30 - 3.30pm } Room 1.3
3.30 – 4.30pm } Elgar House, Kidderminster

If you would like further information on these sessions, please contact [Pauline Austin](#).

Forthcoming Events

Two events have been planned to update stakeholders on the progress being made within the Choice and Control programme. A meeting of the Strategic Stakeholder Forum, a group made up of representatives from across the council directorates and our health partners is set to take place on 29 January. An event is also planned for 26 February to inform providers and voluntary organisations, along with other interested parties on what has been achieved and what lessons have been learned so far. Attendees at both events will also be given an outline on the next steps and how these will be streamlined in line with the new BOLD initiatives.

For further information, please contact [Amanda Smith](#).