

choice and control

choosing your support, your way



Choice and Control Newsletter July 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.

Please feedback any queries through to the Choice and Control programme at choiceandcontrol@worcestershire.gov.uk

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Choice and Control Rollout – Keeps on Rolling

We have nearly completed the roll out of the new pathway – all teams have received training and most teams have now gone live. The hospitals pathway and mental health pathway has now been agreed and training took place in early July with a view to rolling out by the end of the month.

This means that we will then be able to offer the new pathway and approach to all new service users and existing users as they are reviewed.

However, as we all know, this is just the beginning of the transformation journey and we need to continue to support this new way of working to ensure it is fully embedded in all of our ways of working. Karen Taylor continues to run the residual Care Navigation Team alongside Caroline Dunn and Colette McInerney (as well as support from the Vulnerable Adults Support Workers). Karen will continue to offer support to teams on all aspects of the pathway and process, and the team will respond to queries via both email and the telephone.

'A LEAN review of the pathway is planned for October and November to work through any issues or concerns that may come about as part of our new personalised approach. All teams are asked to keep a log of any issues that they think should be considered so that they can be considered when the review takes place'

We are now looking at developing a change management / support plan for the next few months to offer a variety of events or systems to support staff as they get to grips with all the changes. We are thinking about offering staff events, workshops, possible Action Learning Sets, toolkits etc over the next few months. We'd like your ideas on how best to support you in as creative a way as possible – think of this as support planning for yourself!

If you have any ideas or suggestions then send them in to [Annie Dickson](#)

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Launch of National Putting People First Website and DVD

A new website to support Putting People First has recently been launched. Aimed at those working within the social care sector, the website is designed to be a one-stop shop for information, news, events and resources for the PPF initiative. Visit the website at www.puttingpeoplefirst.org.uk

Also new is a Putting People First DVD, set to be launched this month (July 2010). Featuring stories from around the country where personal budgets have improved people's care and support, the DVD is introduced by Fiona Phillips, ex GMTV presenter, whose father receives a Personal Budget.

Support Planning Workshop for Domiciliary Care Providers

Over the past few months, social work staff have been trained to develop outcome focussed Professional Assessments and Support Plans using the new assessment pathway on Frameworki. It has now been rolled out across the County.

Following on from this, the Council's contracts team facilitated a half day workshop for domiciliary providers to discuss outcome focussed approaches to care assessment and how to develop their own outcome focussed support plans based on the information given to them from the Council. Over forty five people from twenty six provider organisations listened to presentations from Yvonne Reeve and Susan Gerlach and joined in practical workshops to share ideas.

The experience proved extremely valuable and left many considering how they could change their approach to care planning to be more personalised, and exactly how to identify and achieve outcomes for individuals needing personal care. However, everyone also agreed that whilst this was a good start, further training and discussion would be needed to enable everyone to fully understand the approach!

Many thanks to everyone who took part – it was much appreciated.

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Cultural Activity as a key ingredient in the Personalisation of Adult Social Care

Leisure and Cultural Services within Local Government are seen as a universal service available to all residents and communities. From addressing health inequality to being the catalyst for regeneration, leisure and culture are now becoming an increasingly important part of a Council's armoury in developing sustainable communities into the future.

A central theme of the Putting People First agenda is the use of universal services to help take forward the ambitions and goals of adult social care. Incorporating leisure and cultural activity into this core social care offer can be an integral way of delivering real Choice and Control around people's future needs and can help to make progress against health and social care outcomes as well as all four key areas of transformation: Choice and Control, Social Capital, Access to Universal Services, Early Intervention and Prevention.

Work is being undertaken to connect social work teams with culture and community teams, identifying shared goals and opportunities for joint working. This includes developing innovative care packages, which include opportunities within culture and community services.

Case Studies and Feedback

Now that the 'learning phase' is complete and as teams begin to work with the new social care pathway we would like to be able to talk about the success and challenges which staff are facing and how Choice and Control has started to benefit people using adult social care services.

Real life stories will help us to promote best practice and inspire others by showing how personalisation can bring about a positive change both for those people who require support and for professionals. Case studies help to give Choice and Control additional meaning and relevance and bring personalisation to life.

If you have any stories or feedback, which you think might be suitable to help promote Choice and Control, or simply have some feedback or comments on the benefits and difficulties you have experienced, please contact cgough@worcestershire.gov.uk.

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Date for your Diary

The Promoting Independence service has been established as part of the Choice and Control programme. The aim of the service is to help individuals regain or learn new skills to live independently for as long as possible. It will also give people the time to regain confidence in their abilities.

On **Tuesday 5 October 2010**, we will be launching the Promoting Independence service to staff and key stakeholders. This launch event will give you the opportunity to learn more about this new service and find out how it is enabling people to regain/retain their independence.

The event will be by invitation only and will be sent out in September. If you would like to register your interest for this event, please contact Claire Gough by emailing cgough@worcestershire.gov.uk

Look out for the next issue of the Choice and Control newsletter in the autumn.

Enjoy the summer!