

choice and control

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Choice and Control Newsletter May 2010

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

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Early Intervention and Prevention **The Promoting Independence Service**

One of the key areas of the personalisation of adult social care services is a focus on early intervention and prevention with the aim that in many cases this can avoid crisis intervention.

As part of the Choice and Control programme in Worcestershire, we established the Promoting Independence (PI) service. The aim of the service is to offer a period of intensive support to people who may need to improve their mobility and confidence to help them live independently thus avoiding the need for long term community or residential support. Available for up to six weeks, according to need, the service is free of charge.

Following a very successful learning phase, the Programme Board approved the establishment of a permanent PI service in March and work is now underway to appoint the full team. The service will be offered across the whole County through a team of 8 therapists, 44 PI Assistants, 4 Team Leaders and 4 Coordinators, along with an administrator. Kate Pike will manage the service and Louise Wilson will be the Lead Therapist.

Until now, the service has been targeted at new service users but since 4th May, it has been available for referrals from existing service users.

The full service will be available from the end of July once all appointments and inductions are completed. Until then existing secondments will stay in place so that there is no loss of service.

People most likely to benefit from Promoting Independence are those who require a care package to work towards partial or total independence and/or to provide a period of assessment to establish specific ongoing needs. Upon receipt of a referral request, the Promoting Independence team will screen and prioritise the referral. If the referral is deemed appropriate, it will be 'accepted' and allocated to a named Promoting Independence Therapist or Domiciliary Care Manager.

The allocated Therapist or Domiciliary Care Manager will visit the individual to assess their abilities, complete environmental and manual handling risk assessment and develop the Promoting Independence Plan, which details how the team will support them to achieve their outcomes.

For individuals already in receipt of a domiciliary care package their suitability for the service will be considered on a case-by-case basis. People currently using the facilities of any of the resource centres can also be referred to the Promoting Independence service providing the maximum time with both services does not exceed six weeks.

The Promoting Independence team will work with the individual for up to six weeks. If it is considered necessary for the individual to receive ongoing support, the Promoting Independence team will notify the social worker at the earliest opportunity in order that the Individual Budget and Support Plan or interim support package can be arranged without delay.

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The PI service had excellent outcomes during the learning phase and diverted around 60% of people referred to it away from dependence on long-term services. Of those who did have ongoing needs, a high percentage of those had reduced needs following the input of the PI service. The service forms a major part of the new personalisation pathway and should enable social workers to work more closely with those who have ongoing needs.

The learning phase team are to be commended for developing new ways of working and staying patient with all of the changes along the way. They have made a real difference to people's lives and a real difference to the kinds of service we are able to offer in Worcestershire. Our thanks to them all!

The Promoting Independence service is provided between the hours of 07:00 and 22:00, 7 days per week, 365 days per year.

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

Care Navigation Update

The Care Navigation Team has been very busy in the last couple of months, both in terms of casework and in supporting the roll out training on personalised approaches. The team will, however, shortly be disbanded, with most team members returning to their original posts. By the end of May most members will be working back in their teams, supporting the roll out of the new approach. Some team members moved to other teams towards the end of the learning phase – two to Senior Practitioner posts and one to the Central Reviewing Team.

Karen Taylor and Caroline Dunn will remain in place until September as a residual team to continue to provide support to teams as they go live with the new pathway. In addition, they will continue the work with vulnerable adults, alongside two support workers funded through Supporting People. This work has proved to be invaluable during the learning phase and it is felt important that this continues during discussions about the future of this work in the longer term.

The team have done fantastic work in the last 11 months and have worked tirelessly to set up new systems, documentation and processes as well as adopting new ways of working and thinking about the work with service users. They too have made a real difference and we thank them all!

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

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Rollout training and 'Go-Live' for the Personalised Pathway

The training for social work teams on the new pathway and person centred planning has been running since the end of February starting with two sessions for managers and progressing to training sessions for all social workers and administrative support staff, within social work teams, across the directorate.

Almost 300 people have completed the pathway training, including 30 managers, 25 administrative support staff and over 225 social workers, although not all have been required to complete the two-day person-centred planning training. Everyone trained on the pathway has also needed to complete an e-learning package, which is essential before each team can 'go-live'.

So far the Malvern and Worcester Older Peoples teams and the Physical Disability (South) team have had the new pathway switched on for service users new to adult social care in their area and are working alongside members of the Care Navigation Team as they find their way through the new pathway. The Personal Reviewing Team has also gone live with the new approach. As additional support for teams 'going live' a dedicated e-mail has been set up to help with any professional queries that may arise. The Care Navigation team can be contacted by email at carenavigationqueries@worcestershire.gov.uk or by telephone on 01905 822527.

It is hoped that most of the teams will have completed their training and be able to 'go-live' by the beginning of June.

During the training staff have had the opportunity to raise a number of issues that need further investigation and the responses to these will be available on the [Training and Development](#) section within the Choice and Control area of the staff intranet.

Whilst the generic personalisation pathway is being rolled out it was always known that further work on the Acute Hospitals and Mental Health pathways would be needed so separate meetings have taken place with staff from each of these areas to look at the requirements of each pathway.

The Hospital pathway has been built in Frameworki and tested and it is expected will be signed off by the middle of May so that after some introductory training the hospital teams will be able to go live mainly using the generic documentation that all social work teams will be using.

The Mental Health pathway has been agreed in principle and is now due to be built into Frameworki for testing during May. It is hoped that we can achieve sign off and go live for Adult Mental Health and Older Adult Mental Health teams by the beginning of July.

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Workforce –Building a safe and confident future and implementing the recommendations of the Social Work Task Force

Social workers are essential to the delivery of personalised services and to achieving better outcomes with adults of all ages who need services.

Worcestershire County Council has traditionally operated a fairly conventional adult social care structure. People requesting help have been screened by the Access team and then referred to a dedicated social worker who arranges their care for them.

However, in recent years the government has made it clear change is necessary. Under the 'Putting People First' agenda, ministers want to see more personalisation of care and support services. They want to give people a say over when, where and what sort of care and support they receive.

The ACS directorate is looking at what type of workforce structure will best support the delivery of personalised adult social care services throughout Worcestershire. A big part of this will be reviewing the recommendations from the Social Work Task Force and a number of focus groups and a conference are being held over the next 2 months to obtain feedback from staff around this, which will inform the review of the Social Work Teams.

During the Choice and Control learning phase, the generic team approach has been trialled and has received very positive feedback from those involved and consideration is being given to having generic teams with specialist workers for the new Social Work teams when these teams are reviewed. This will include consideration of capacity for Benefits and Contributions work and Supporting Adults.

The Social Work Task Force was set up by the government to undertake a comprehensive review of frontline social work practise and to make recommendations for improvement and reform of the whole profession, across adult and children's services. The report has now been published making recommendations and outlining future reforms for the profession.

The Task Force has described this as a watershed moment for social work and an opportunity to make a real difference for social work and for the people who use social workers' services.

As a Social Worker please read the attached [report](#) as this outlines changes that are being implemented and the attached timescales for these and these will affect the way in which we work.

For further information, please contact [Pauline Austin](#).

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A new User Led Organisation for Worcestershire

For many years disabled people have campaigned for organisations run and managed by service users to provide a variety of services themselves, often referred to as "User-led Organisations" (ULO); examples for this type of organisation are Centres for Independent Living (CIL), or Coalitions for Disabled People. These discussions were reflected in the report "[Improving Life Chances of Disabled People](#)" (2005) and the requirement for each local authority to have a ULO operating within their area.



On 27th April 2010, a number of service users and colleagues from Voluntary and Community Organisations, Worcestershire County Council and the Primary Care Trust came together at a stakeholder event to discuss how we can implement this requirement in Worcestershire. Many contributions and suggestions were made and a small working group of voluntary sector organisations were given the task to begin the work on putting together proposals, to further consult with voluntary and community organisations and to enable us to create our own ULO, delivering important aspects of Choice and Control in and for Worcestershire. We will keep you informed about developments and opportunities for you to get involved in the shaping of this ULO through future newsletters and other means.

For further information, contact [Martin Heuter](#), Customer Engagement Manager or telephone 01905 766052.

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