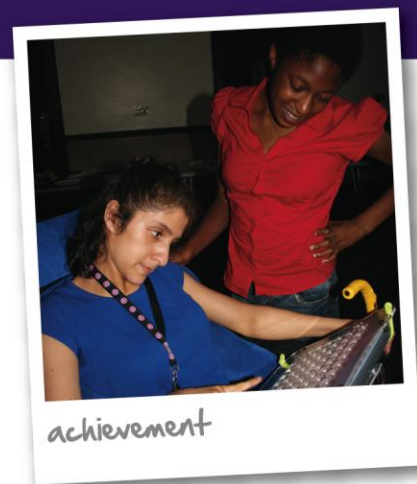


choice and control

choosing your support, your way

Choice and Control Newsletter September 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

In this issue:

- Review of the Adult Social Care Pathway – Oct/Nov 2010
- Case Studies and Feedback
- Carewise – Phase Two
- Choice and Control Training
 - Training Needs Analysis (TNA)
 - Elearning
- Forthcoming Events
 - Promoting Independence Event 5th October
 - Vulnerable Adults Workshop 12th October

choice and control

choosing your support, your way

Review of the Adult Social Care Pathway – Oct/Nov 2010

The social care pathway for personalisation has been in place for most teams since the end of April 2010 (with the exception of Hospital teams and Mental Health Teams who went 'live' in July). Staff have worked hard to get used to the new pathway and are continuing to learn what works well and what might need changing. In order to capture any issues that have arisen during this first phase a [feedback form](#) is now available on [SID](#) and can be used by any staff member who would like to contribute to the forthcoming review. All comments received will be considered in the review of the pathway that is scheduled to take place later this year.

The review will follow the pathway from the customer (i.e. the service user) perspective. Data will start to be collected from the Frameworki system later this month, to begin understanding how long it takes a service user to go through the pathway.

Over the next few months, staff who have been trained in LEAN processes will spend time with staff working with the new pathway to understand more about the issues they deal with on a day-to-day basis. Findings from the review will then be analysed and proposed changes will then be publicised.

The review team are not able to meet with everyone so please ensure you use the form to send in your suggested changes. We look forward to hearing from you!

Case Studies and Feedback

We are still looking for case studies and feedback on how Choice and Control and the new personalised approach is benefiting service users and the challenges and success, which you have come across.

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

choice and control

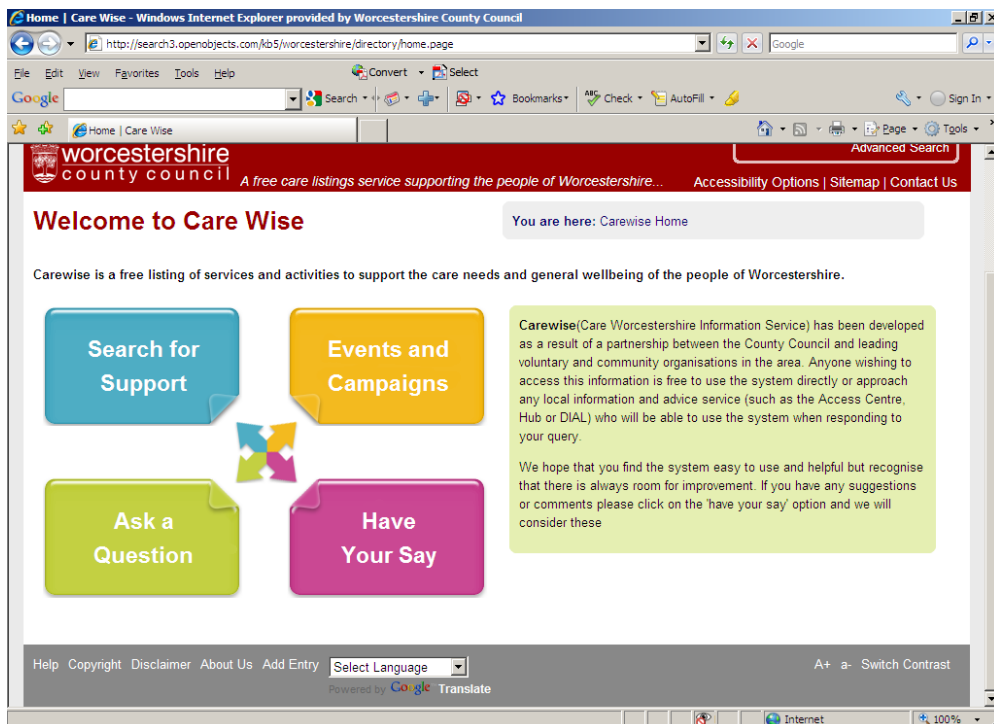
choosing your support, your way

Carewise – Phase Two

Carewise is about to undergo a second wave of development following demand for an expansion of the system and supported by a new software release. In the first 3 months, since the launch of the site there have been over 42,000 hits from members of the public, Council staff and staff and volunteers from many other organisations. Feedback and suggestions for improvements and additional features have rolled in during this period and the first of these to come on-line between now and the end of the year will be:

- A Personal Assistant Register and matching service,
- A section providing information, advice and guidance on frequently asked questions,
- Personalised login space for people to be able to access their information in Frameworki,
- The ability for service users to communicate directly with provider organisations and post feedback on the quality of service they receive.

There are several other developments under consideration including work with Health services to promote self-help groups for people with various medical conditions along with the development of a new screen layout, specifically designed to work with iPhones and XDAs.



If you haven't used Carewise yet please log in at www.whub.org.uk/carewise and browse the system. If you have any feedback or suggestions please use the '[have your say](#)' feature in the system.

choice and control

choosing your support, your way

Choice and Control Training

A Learning and Development Advisor (LDA) based at Worcestershire County Council's Learning, Development and Well-being Centre on Tolladine Road has been given responsibility for supporting the development of the Choice and Control programme. Such a significant change programme needs to be underpinned by learning and development opportunities in order to ensure staff are equipped to work in a different way.

The LDA commissioned and managed the 2-day Person Centred Planning training, which was rolled out across social work teams earlier this year in conjunction with training delivered by WCC staff.

Training Needs Analysis (TNA)

A training needs analysis has been conducted and was completed in May 2010. Focus groups were held with teams who had been piloting the new approach (Care Navigation, Promoting Independence, Personal Reviewing and Brokerage) in order to identify the tasks, which staff were taking on in the new way of working. Access Centre staff completed a questionnaire. Skills, knowledge and values necessary to work effectively in Choice and Control were highlighted and staff assessed their feelings of confidence and competence in relation to these. Therefore, perceived gaps were identified, flagging up potential learning opportunities needed to support staff going forward.

The recommendations from this process are now being worked through with Managers with a training plan due to be developed following sign off from the Programme Board in September. It is acknowledged that there will be additional learning and development needs in the future, particularly following the restructure, which will be picked up via the Service Learning Groups.

Elearning

We are currently developing an elearning course around personalisation, with the initial plan being to have 5 modules (introduction, choice and control, universal services, social capital and early intervention and prevention). This package will be delivered on the Learning Pool dynamic learning environment, initially being available to WCC staff but we are also scoping out the opportunity to offer this to partner organisations, both in the statutory, voluntary, independent and private sectors.

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

choice and control

choosing your support, your way

Forthcoming Events

Promoting Independence Event 5th October

We are holding a half-day workshop to look at the work undertaken by the Promoting Independence Team. This event will take place on Tuesday 5th October between 9am and 12.30pm in the Council Chamber. The event will give you an insight into the development of the Promoting Independence Service and the benefits of the service. You will have the opportunity to ask questions about the service and find out who can be referred and how to make the referral.

If you would like to attend please confirm your attendance and any special requirements to Claire Gough on 01905 728750 or email cgough@worcestershire.gov.uk by Wednesday 22nd September.

Vulnerable Adults Workshop 12th October

Two half-day workshops are taking place next month to look at the work being undertaken by the Care Navigation Team working with Vulnerable Adults between the ages of 18-65 who do not fit the criteria for a specific team.

The workshops will take place on Tuesday 12th October and will give you the opportunity to learn more about the team's experiences as well as giving you the chance to ask questions about the procedures. An [agenda](#) of the proceedings is attached.

If you would like to attend either of the sessions please contact Colette McInerney, Care Navigation Team on 01905 822527 or email cmcinerney@worcestershire.gov.uk by Wednesday 15th September.
