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Adult Social Care: Health Overview and Scrutiny Update

4th March 2020

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Overview & Scrutiny | What is ASC

Adult Social Care is centred around keeping vulnerable adults safe, included and a key part of the community.

This is underpinned by The Care Act (2014), which is the legislative framework that all Local Authorities must adhere to.

The Care Act 2014, which came into effect in 2015, represents the most significant reform of care and support in more than 60 years, putting people and their carers in control of their care and support.

This includes adults with mental health conditions, autism, learning disabilities, physical disabilities and older people.



Overview & Scrutiny | Key Successes

WBC %	Description	England Average
67.1%	of people using services in Wokingham Borough were satisfied with their care and support services	64.3%
21.4%	of people with learning disabilities in Wokingham are in paid employment, we are ranked number 2 across all other local authorities	6.4%
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87.8%	of people in Wokingham who use our services say that those services have made them feel safe and secure	86.9%
78.1%	of people in Wokingham who use services find it easy to find information about support	69.7%



Overview & Scrutiny| Corporate Risks and issues in May 2019

1. Safeguarding – needed strengthening
2. Fragmented statutory pathway (end to end) including the Optalis decision
3. Learning Disability – significant growth and pressures
4. Transitions –needs improving for Adults.
5. Provider market failure
6. Lack of vision, strategy and direction
7. Using our resources effectively in the short to medium term

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Overview & Scrutiny | Addressing the Risks

Over the past 9 months, the ASC leadership team has prioritised the following areas:



Created a new Directorate, recruited a permanent DASS and AD ASC, strengthened ASC's position within the wider authority



Brought the Statutory Pathway back together and introduced Strength Based working within the first pilot area



Created a LD strategy, strengthened the effectiveness of the LD Partnership Board, creating a project to deliver the LD Action plan, and transferred the Transitions service from Childrens into ASC and increased the size of this service



Introduced an Adults Safeguarding Hub to improve the effectiveness of Safeguarding for Wokingham residents



Overview & Scrutiny | Addressing the Risks

Over the past 9 months, the ASC leadership team has prioritised the following areas:



New financial management regime in place to tighten budget grip and currently forecasting a £400k underspend for 19/20



Market position statement - in 20/21 there is significant additional investment to support the market



Strategies are being created to underpin the future of ASC

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Overview & Scrutiny | Peer Review Feedback 2020

Staff leadership & communication

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"A vision has been developed and changes have been made at a tremendous pace within a limited time period."

"Staff reported a lighter atmosphere and a confidence that they are listened to and heard."

"Staffing appears to remain stable and people remain to be committed to WBC. Staff are positive about changes made."

Planning

"Decision making by ASC is now based on performance and financial data and there are clear processes in place to ensure that the senior leadership team have regular updates."

"Engagement with carers across the borough is very thorough and there is a clear strategy for how this will be progressed."

Optalis

"Staff welcomed the move from Optalis to WBC and staff indicated that processes have improved."

Learning Disability

"A Learning Disability strategy has been developed and a new transitions team set up. A decision has been made to set up an LD service including integrating transitions at 14+."

Safeguarding

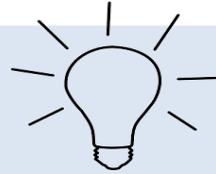
"Very considerable progress has been made at pace to move Safeguarding to a safer position."

"Safeguarding is now central to the work of ASC."

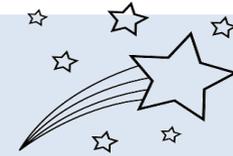
Overview & Scrutiny | Staff Feedback 2020



- Staff open to change
- Strong 'one team' approach
- Committed & motivated staff
- Supportive & approachable managers
- Development opportunities
- Joint working with specialist services
- Front door health hub



- Better information sharing between teams
- More trust in workers assessment
- Closer working with Health & access to Rio
- Less process led
- Positive risk taking
- More creative use of AT/TEC
- More targeted approach to voluntary sector
- Review paperwork & MOSAIC pathways



- Empower staff to empower customers
- Strengths based approach
- Change forum model- more worker autonomy
- Embedding best parts of 3C approach into BAU
- More active and partnership approach to prevention
- The right measurements of quality for the service



Overview & Scrutiny | ASC Strategies

Fundamental strategies are being created that underpin the future of Adult Social Care in Wokingham:

Description

- Learning Disabilities
- Voluntary Sector
- Adults Social Care
- Carers
- Autism

Exec Sign Off

January 2020
March 2020
March 2020
May 2020
June 2020

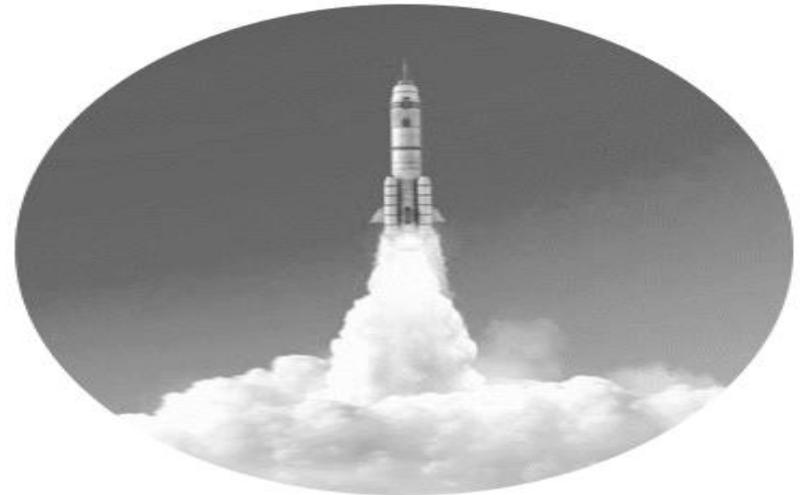


Overview and Scrutiny | Demand Management is Complex

Adult Social Care priorities:

- Keep people safe
- Prevent, reduce and delay the need for formal care and support
- Involve people in their care and support
- Work in partnership and commission services that deliver quality and value for money

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Overview & Scrutiny| Impower



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Overview & Scrutiny | MTFP Position

ASC – Medium Term Financial Plan 20/21 – Key Items	£'000
Growth	2,434
²¹ Savings / Efficiencies	(1,700)
Inflation	1,301
Special Items	1,035
Total	3,070



Overview & Scrutiny | The Challenge/Year Ahead

Over the last 9 months, we have focussed on building the foundations for what is essentially a new Directorate within WBC. This has included addressing key risks and bringing stability to the Directorate.

Our priorities for the next year and beyond will be focussed on improvements in the following areas:

- Embedding all the progress to date
- Continuing to rebuild the directorate, including bringing together Public Health, Strategy Commissioning and Performance under ASC
- 22 • Further embed the Safeguarding culture across ASC and partners, though regular scrutiny of a robust performance dashboard
- Form a long term ASC transformation plan (Impower Jan – Mar 2020)
- Moving from strategy to commissioning plans and market management
- Develop the future of Health Integration
- Wellbeing Board and Public Health
- Voluntary Sector transformation



Overview & Scrutiny | Predicted Demand – 2020 to 2025

In the next 5 years, predicted demand tells us there will be a:

- 42% increase in (2245) people whose day to day activities are limited a little or a lot
- 23% increase in (223) people living in care homes, particularly those over 85 and over
- 20.6% increase in (435) people who are 65 and over and have dementia
- 15.6% increase (1516) people aged over 65 and living alone
- 19.7% increase in (190) people being admitted to hospital following a fall



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