

REPORT TO: Health Policy & Performance Board

DATE: 9 June 2015

REPORTING OFFICER: Strategic Director, Communities

PORTFOLIO: Health and Wellbeing

SUBJECT: Making a difference A strategy for transforming Care Management in Halton 2015-2020

WARD(S) Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 This report presents to Policy and Performance Board Making a difference: A strategy for transforming Care Management in Halton 2015-2020

2.0 **RECOMMENDATION: That:**

i) Health Policy and Performance Board note and comment on A Care Management Strategy for Halton 2015-2020 and supporting evidence paper

3.0 **SUPPORTING INFORMATION**

3.1 Making a difference: A strategy for transforming Care Management in Halton 2015-2020 has been developed within a range of national and local policies and themes including the Care Act 2014. The Act places additional responsibilities on the Council through the 'wellbeing principle' and the wider focus on the whole population in need of care rather than just those with eligible needs or who are funded by the state.

3.2 Implementation of the Care Act has significant implications for the roles of the Adult Social Care workforce as the way people access the care and support system changes and demand increases for assessments and support plans from self-funders and carers.

3.3 The strategy sets out a framework to build on our existing care management model and construct a professional, skilled care management service that is fit for purpose and responsive to this future demand

3.4 The framework incorporates the pivotal areas and objectives of the LGA "Standards for Employers of Social Workers in England". In addition it aims to change culture and embed strengths (asset)

based approaches into working practice to further advance personalisation so that Halton residents are able to achieve outcomes consistent with the Making It Real progress markers.

- 3.5 Implementation of the strategy action plan requires Workforce Capacity Planning and this is underway supported by Skills for Care as one of their pilots. The project will explore how social workers are deployed, how many will be needed (for the expected increase in assessments) and how assessments are undertaken. This will then inform the right mix and numbers of social workers and community care workers with the right skills and knowledge to implement care and support reform.
- 3.6 The strategy recognises the local ambition for greater integration of health and social care as set out in the Better Care fund plan and the development of community hubs described in NHS Halton CCG A strategy for General Practice services in Halton 2014/15-2019/20.
- 3.7 The action plan will be delivered through the newly established Professional Capabilities Forum (page 23 of the strategy) chaired by the Principal Social Worker (Divisional Manager Care Management and Assessment). The Strategic Director and Operational Director Prevention and Assessment will form the “Professional Leadership” and have an overview of progress in implementing the strategy.
- 3.8 Making a difference has been shared with staff and NHS Halton CCG for comment and Executive Board will be asked to endorse the strategy later this month.

4.0 **POLICY IMPLICATIONS**

- 4.1 Making a difference is the Council’s response to meeting its statutory duties relating to assessments and support planning for the local population with care needs regardless of how they are paid for.

5.0 **OTHER/FINANCIAL IMPLICATIONS**

- 5.1 The strategy action plan highlights resources required for implementation. A key area of focus is the workforce capacity planning to determine the skill sets needed and numbers of staff at each level to respond to the predicted increase in demand for assessments. The aim is as far as possible to achieve this transformation within existing resources.

6.0 **IMPLICATIONS FOR THE COUNCIL’S PRIORITIES**

6.1 **Children & Young People in Halton**

The strategy encompasses young people transitioning to adult social care.

6.2 **Employment, Learning & Skills in Halton**

None identified

6.3 **A Healthy Halton**

Effective social care interventions help individuals to maintain and improve their health. The Wellbeing Principle set out in the Care Act underpins the strategic approach.

6.4 **A Safer Halton**

This Strategy adopts the approach that everyone accessing services has the right to live safely and freely from harm. Social work professionals will support a person to understand the risks and benefits associated with a situation. Ultimately the person's wishes will be respected even if they wish to remain in a situation that may cause them harm.

All service provider agencies commissioned to deliver personal care are CQC registered, monitored by the Quality Assurance Team and must comply with Halton Safeguarding Adults policies and procedures.

6.5 **Halton's Urban Renewal**

None identified.

7.0 **RISK ANALYSIS**

7.1 The strategy continues the transformation of care management services and as with any process of change is likely to meet resistance from staff affected. This will be controlled through change management processes including actions agreed at the Professional Capabilities Forum, Action Learning Sets for Social Workers and Occupational Therapists and individual supervision meetings.

During the implementation of the strategy monthly Team Performance reports will be reviewed to ensure response times to referrals and reviews are being maintained.

One of the biggest threats to successful implementation of the strategy is capacity to progress the identified actions. Any delays or barriers will be escalated to the Professional Leadership for consideration (see 3.6 above)

A full risk assessment is not required.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 An Equality Impact Assessment (EIA) is not required for this report

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

Document

Care Act 2014

Place of Inspection

Runcorn Town Hall

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Bonner