

Care^{to} change



CONFERENCE 2010

Vicky Jones

Acting Programme Manager,
Transforming Social Care

Your Care Pathway



- Prospectus approach
- Four organisations successfully bid for grant
- CAB – information, advice and guidance
- Help & Care – brokerage for people being discharged from hospital
- Age Concern/Advocacy Trust – brokerage for people over 55

Your Care Pathway



- Pilot has been developed
- Help & Care now offer brokerage to those going through reablement
- Advocacy Trust has now taken lead and this part of pilot now includes people from any client group, any age
- Proving a huge success, both in terms of the individual's experience, increasing care management capacity, and building the provider market

Plan My Care – Setting the scene



- Specific challenges of an older population
- Brokerage/Advice, Information & Guidance pilots
- CAF demonstrator Site
- Shared Assessment Questionnaire implementation
- Market Shaping
- Successful bid to IESE (Improvement & Efficiency South East)

A new kind of IT solution and approach was required to help deliver the vision

Plan My Care – project approach



Made us think about the process in detail

Interesting and exciting to see the product develop based upon our input

Engaged lots of different people throughout the project

Had the opportunity to really shape the product from the start

Can tweak and change along the way so it really did fit the requirements

Brought to life the process – could see it in the application

Plan My Care – the solution



Brokers and care managers have the same view of the individual

Provides standard approach for support planning for everyone

Ensure plans are validated – there are outcomes and actions for every assessed need

Engages the community allowing people to share ideas and help each other

Allows a market place for providers to those people commissioning services – the service user

Working Together for Change



- Successful bid to Department of Health
- One of 12 Local Authorities across the UK
- Keen to participate as another tool to support providers in changing their business models
- Fully engaged and committed providers
- Providers here today – able to discuss the approach directly with them