

Putting **People First**
Transforming Adult Social Care



Working together for change:
Provider development programme

Isle of Wight, 15 June 2010

The WTfC project 2008-09

- **Objective:** To use what people say to inform commissioning and improve people's lives;
- **Approach:** Worked with 4 councils to further develop and test an approach for feeding person-centred information from reviews and support plans into the commissioning process;
- **Outputs:**
 - A fully tested, written-up approach to co-producing commissioning plans;

National provider development programme 2009 - 10

- Builds on the successful WTfC approach;
- **Objective:** To stimulate developments in provider services and develop a body of evidence and innovative practice that supports wider change.
- **Approach:** Works with 12 Councils and a range of providers in each area to develop personalised services
- **Outputs:** A tested written up account of WTfC driven developments. Exemplars of best practice in personalised service delivery.

Key principles

- Commissioners and providers together;
- Co-production with people using services and their families;
- Using person-centred information to drive change;
- Personalising services – choice and control;
- Transformation and innovation;
- A willingness to share learning with others.

Who's involved?

- Jointly sponsored by ADASS, SCIE, DH and the Care Providers Alliance (CPA);
- 12 Councils – every region represented;
- Different focus areas: mental health, user-led organisations, older people etc.
- Up to 3 providers in each area;
- A wide spread of different service types, sectors and client groups;
- People using services, their families and carers.

What's involved?

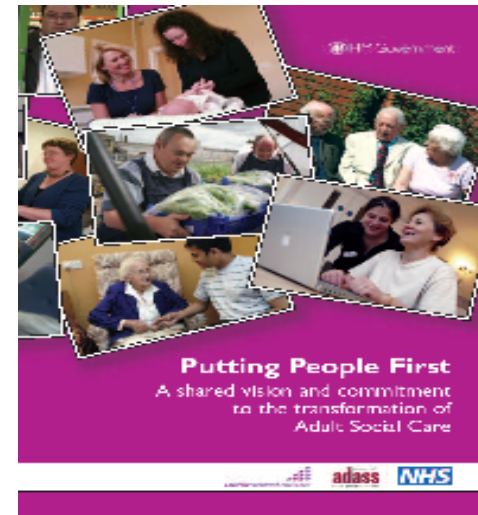
- Conducting person-centred reviews for people using the provider services identified;
- Analysing this information together to inform strategic change and service development;
- Planning and prioritising possible actions;
- Developing a detailed project plan;
- Drawing on bespoke support to help reach the agreed outcomes;
- Evidencing learning and sharing this widely to support others.

Why do this?

Co-production and social care transformation:

“It seeks to be the first public service reform programme which is co-produced, co-developed, co-evaluated...through the participation of users and carers at every stage.”

PPF December ‘07

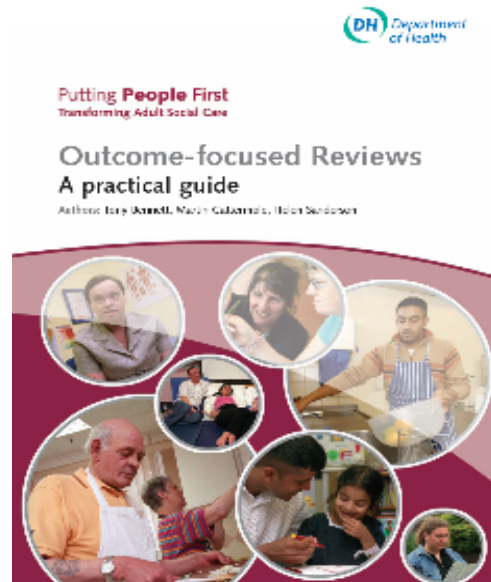


“That the transformation of social care has been developed in partnership with existing service users (both public and private), their carers and other citizens...”

Progress measures for TASC, ADASS/DH/LGA ‘09

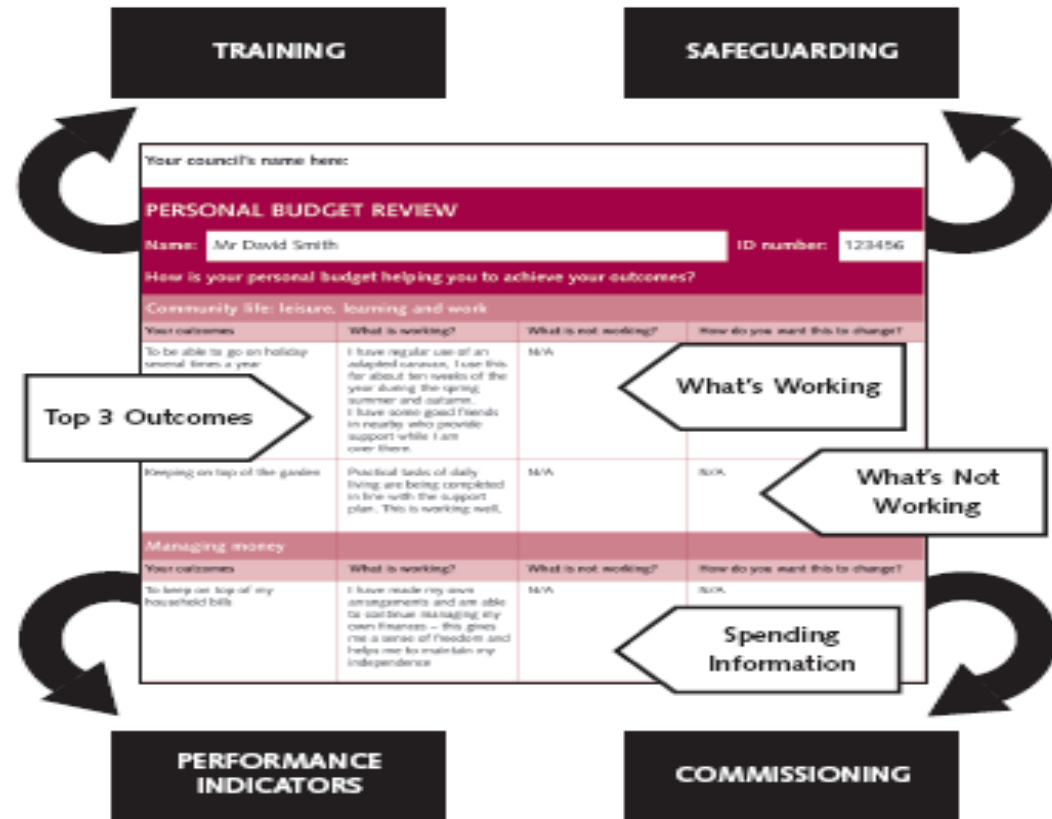
Why do this?

Understanding outcomes for people:



“Outcomes focused reviews provide data about individual outcomes...

...Using the same information in aggregate form provides the opportunity to draw wider conclusions about outcomes for groups of people, or populations”



Why do this?

- Responds directly to requests from the sector from greater engagement and support;
- Recognises the LGA/ADASS survey highlighted priorities around market development;

Possible limitations

Data source	Limitation
Socio-demographic data (JSNA)	Highlights needs rather than aspirations
Consultation	Often occurs after development of the strategy
Satisfaction surveys	Often use closed questions
Market intelligence	Imaginative constraints

JSNA

DH guidance states that other data sources “should be supplemented by information gained through active dialogue with local people, service users and their carers”

This has proved difficult

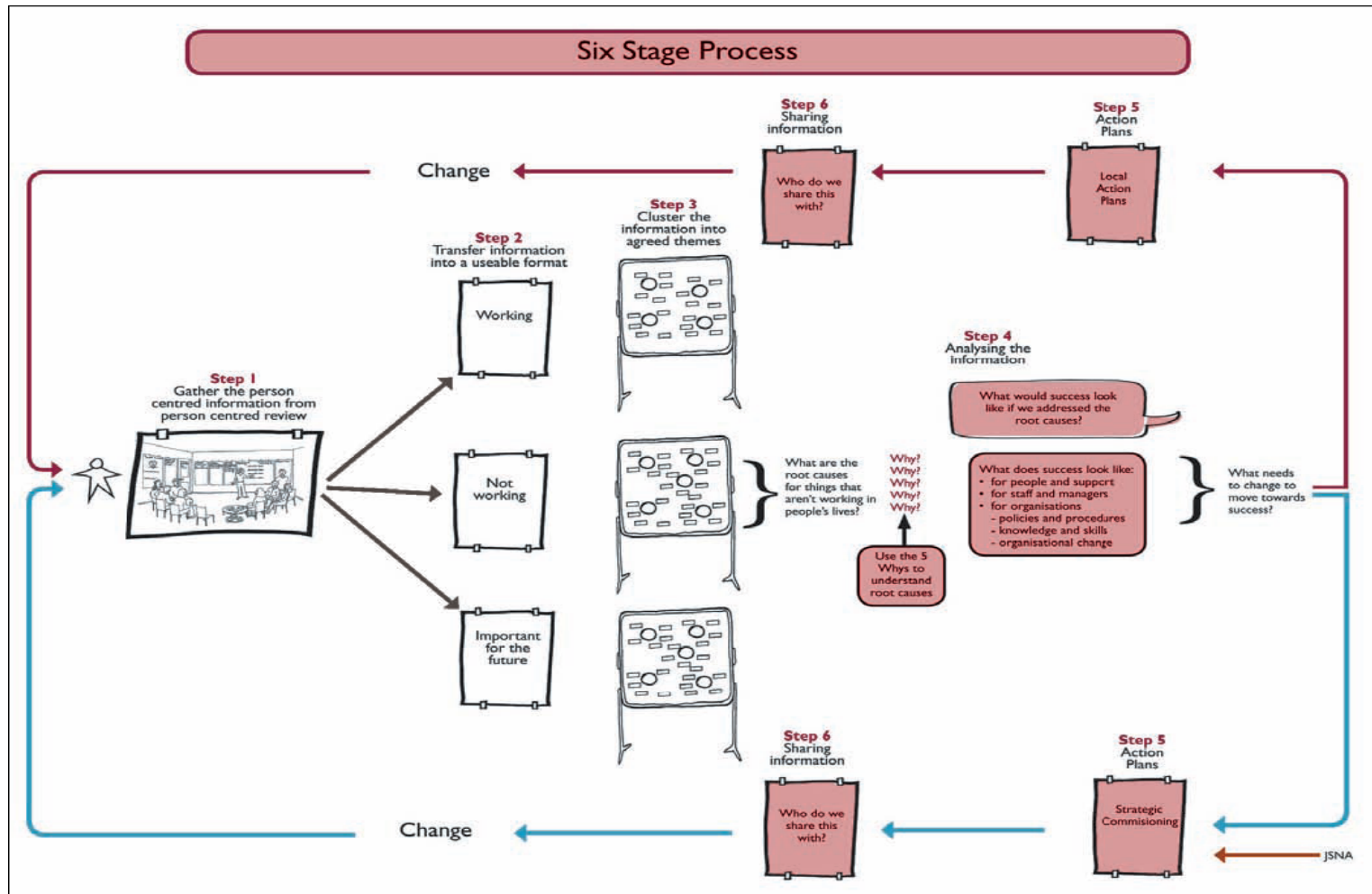
WTfC links to milestones and performance measures

Key dates	PPF Milestones
Apr 2010	Commissioning strategies take account of the priorities identified through their Joint Strategic Needs Assessments (JSNAs.)
Oct 2010	That providers and third sector organisations are clear how they can respond to the needs of people using personal budgets. An increase in the range of service choice is evident. That councils have clear plans regarding the required balance of investment to deliver the transformation agenda.
Apr 2011	That stakeholders are clear on the impact that purchasing by individuals, both publicly (personal budgets) and privately funded, will have on the procurement of councils and PCTs in such a way that will guarantee the right kind of supply of services to meet local care and support needs.
	Links to CQC outcomes and performance characteristics
Domain 9	Commissioning and use of resources

The six stages of WTfC

1. **Collect raw data** from care plans/person-centred reviews;
2. **Organise information:** top 3 “working” “not working” and “important for the future”
3. **Cluster the information** with a diverse group of local people;
4. **Analyse** – what are the root causes? what would success look like?
5. **Action plan** – what will we do differently?
6. **Share and communicate.**

Working Together for Change



The raw data for WTfC: person-centred reviews

- The review of a person's individual support plan or personal health plan;
- Includes three key questions:
 - “what's working?”
 - “what isn't working?”
 - “What's important to you for the future?”
- You can't use 'working together for change' without doing person-centred reviews!

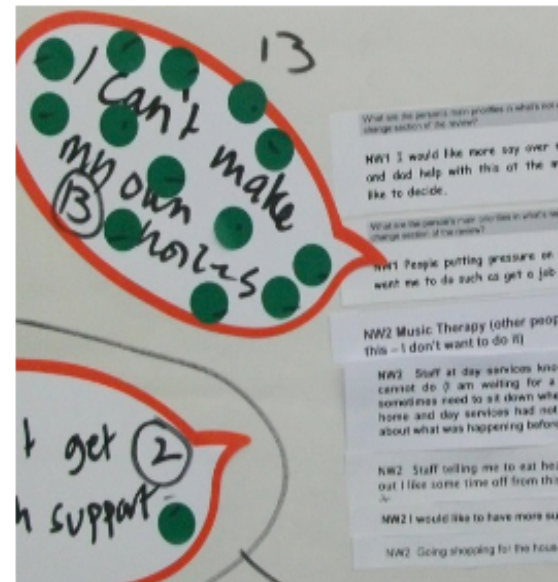
Working Together for Change



Working Together for Change

What's Not Working: Top 5

- I can't make my own choices
- I'm not seeing people I care about
- I don't get the right people to support me
- I'm not happy with the people I live with
- My support is not right



Working Together for Change

Root cause 5

- My support is not right
- We don't employ & keep the right staff with the right attitude



E.g. Step 5: Action plan

Individual change

Strategic change



“working”	Plan what it would take to spread this practice
“not working”	Plan what it would take to change this – action at operational and strategic level
“important for the future”	Inform market development and commissioning

- Cost support with making and keeping friends into contracts - where this means paying more ensuring to develop means of measuring and evaluating impact on health and wellbeing to justify investment, including invest to save.
- Develop contractual incentives for providers to support people to make new friends, e.g. agreed 1% higher rate dependent on numbers of people reporting improvements in their next person-centred reviews.
- Engage with (or develop) local older people’s user led organisations signalling an interest in proposals that help link people together.
- Cross reference this qualitative data with JSNA information on demographic growth and numbers of older people living alone to target specific low level interventions.

Working Together for Change (WTfC)

Key questions
in the review

- What's working
- What's not working
- Important for the future
- Process is repeatable
 - can be embedded in commissioning cycle to support good strategic commissioning
 - Can support individual or groups of services to review how effective and personal their services are



WTfC – Provider Development projects



- Richmond
 - Setting up Timebank
- Hartlepool
 - Business development support for small ULO
- Northampton
 - Explore out of hours provision
- Redcar & Lancashire
 - Embedding WTfC process in commissioning cycle

WTfC – Provider Development in IOW



- Wight Home Care
 - Support people to build friendships
- IOW Society for the Blind
 - Improve access to internet
 - Work together with partner organisations to provide better support

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