



# HELPING PEOPLE TO LIVE AT HOME

**Wiltshire and Swindon User Network AGM  
September 2011**





# PURPOSE OF PROJECT

1. Better outcomes for people
2. Efficiency savings from rationalisation of services
3. Early Intervention
4. Better access to the right information

potentially enabled by:

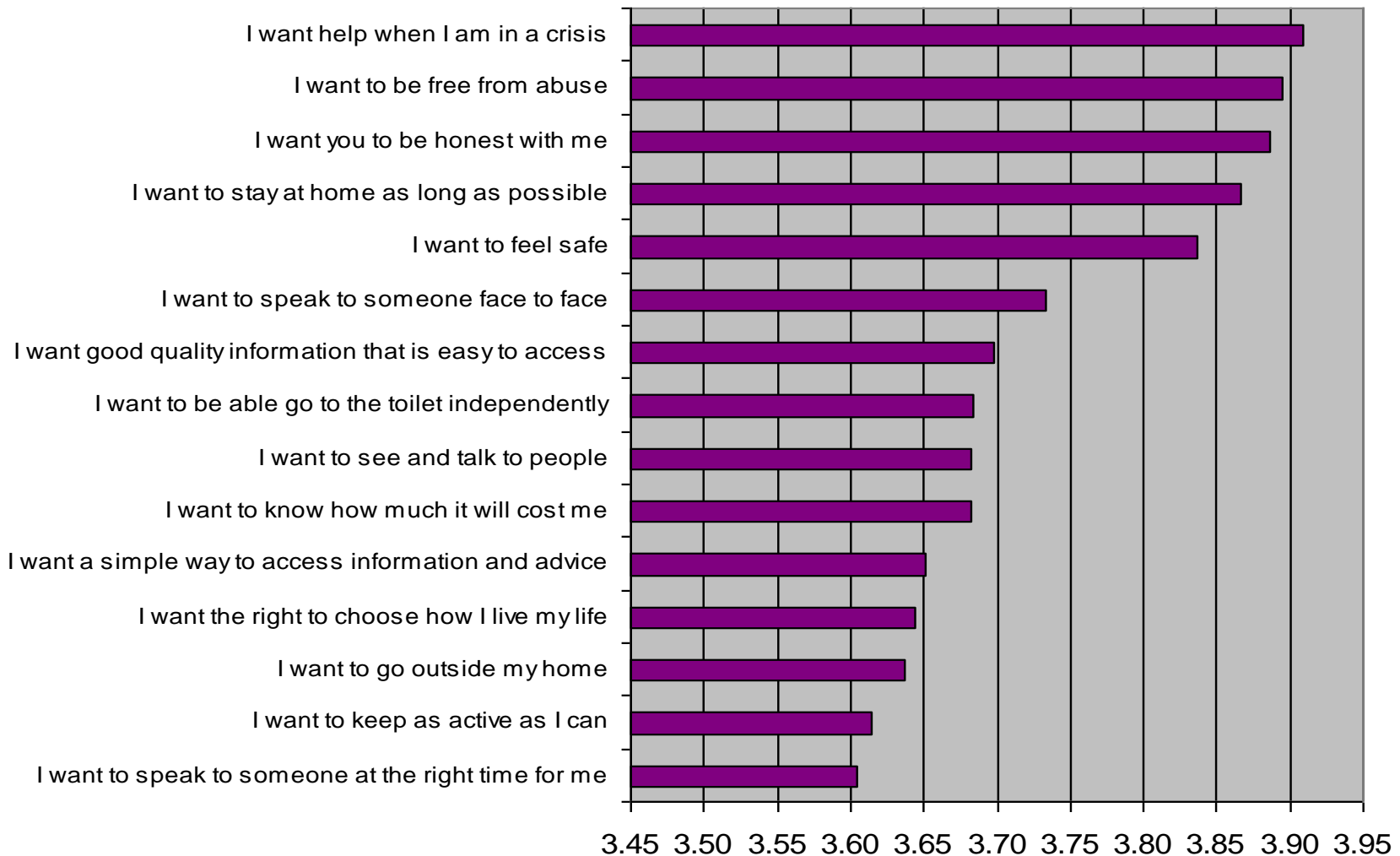
- Helping people to live at home
- Outcome based commissioning
- Skilled workforce
- Best practitioners

- Better outcomes for people (services they want, when and where they want them)
- More efficient services that represent better value to the Council and customer
- Increase services that prevent peoples needs escalating
- A sustainable budget

Improving people's lives – not just providing services



## Top 15 Statements from EVOC



# Findings



1	Listen to what the customer wants
2	Ensure service is able to respond to people quickly, particularly in times of crisis
3	Work with fewer providers who offer the best service
4	Trust providers as they understand the customers better
5	Access to sound advice regarding a shortlist of the most appropriate options
6	Providers should work to maximise independence and minimise the need for direct support
7	Services to provide 'a little bit of help' early on
8	Procure support based around outcomes not inputs
9	Ensure all staff have skills, capabilities and attitudes meet the demands of the job
10	Providers should adjust support plans as people get better
11	Develop strategic partnerships with Providers
12	Shared single view of the customer
13	Commissioners, Operations, Providers work together to improve service delivery
14	Query, challenge and minimise the need for every bit of Non Value Add
15	Service needs to be suitable for Self Funders as well as Council funded



# What We Have Been Doing

1. Commissioning a new Care and Support Service
2. Commission call centre response service
3. Commission integrated equipment service
4. Changing the way people access help, advice, support and information.



# Underpinning Principles

- Customers central to designing and monitoring services
- Most people want to be able to help themselves
- People want a life rather than services and most people know what they want
- With the right support at the right time most people can make some improvements in the quality of their lives
- Most people want to be able to stay at home
- Working jointly with the NHS = more joined up services
- To benefit the whole population of Wiltshire (including self funders)
- Consistency across the county

# Phased 3 year work programme



- Phase 1
  - Care and support service including reablement and housing support
  - Commission new Equipment Provision
- Phase 2
  - Change the way in which DCS works
  - Commission response service linked to telecare
  - Review how people access help and support
  - Commission support planning and brokerage service
- Phase 3
  - Implement new services

# HELP TO LIVE AT HOME SERVICE



- ✓ Starts September 2011
- ✓ For everyone except those with complex needs
- ✓ 4 providers rather than 120 (Leonard Cheshire, Complete Care, Ridgeway, Somerset) geographically based
- ✓ Providing domiciliary care, intensive support and reablement
- ✓ Housing related support
- ✓ Low level support – accessing community resources
- ✓ Home from hospital
- ✓ On behalf of NHS
- ✓ Outcome based



# Call Centre and Response Service



1	Linked to telecare
2	One provider providing the call centre and the response service – not yet finalised
3	Available to the whole population
4	Working on the service specification now
5	Aim to be in place by January 2012
6	Response teams based throughout the county



# Equipment Service

- Joint with the NHS
- Pressure care, continence products, community aids, telecare, home improvement and handypersons services
- Available to the whole population
- Retail outlets
- Assessments, professional advice



1

- Being reviewed
- Too many people don't know how to get the help they need when they need it
- Particular issue for self funders

2

- Longer timescale
- No indication as to the possible outcome at this stage
- Working with VCS

# What Will Be Different?



- 1 Listen to what the customer wants – outcome focused rather than time based
- 2 Ensure service is able to respond quickly, particularly in times of crisis
- 3 Enable access to sound advice and help
- 4 Choice of services to help with support planning
- 5 Offer service suitable for Self Funders as well as Council funded
  
- 6 Adjust support plans as peoples' outcomes are met and work to maximise independence and minimise the need for direct support
- 7 Fewer service providers for people to deal with
- 8 Develop strategic partnerships and trust them, as they understand the customers better
- 9 Ensure all staff have skills, capabilities and attitudes to meet the demands of the job



# Customer Reference Group

- Role and Purpose
- Membership
- Involvement so far
  - Care and support service (design, evaluation, consultation)
  - Equipment (design)
  - Response service (design)



# Next Steps – Customer Reference Group/Customers

- Continued involvement in response service design
- Contract monitoring Help to Live at Home service
- Contract monitoring equipment service
- Design and evaluation of support planning and brokerage service
- “Ears to the ground”