

LIVE LIFE YOUR WAY

Our journey

Presented by

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LIVE LIFE YOUR WAY

Our vision for the future of adult social care in Shropshire is **to put people in the driving seat, deciding more and more how they want to Live Life their Way!**

Personalisation, transformation and resilience is at the heart of what we do.



The challenges we face

Shropshire Council needs to make savings of **£80 million over three years** (2014/15, 2015/16 and 2016/17). Meaning that, adult social care needs to make savings **£24 million over three years** (2014/15 - £8 million, 2015/16 – £10 million and 2016/17 - £6 million).

**GOT TO MAKE
£24 M
SAVINGS**



**But, we are faced with
an aging population.**

The challenges we face cont.

In **Shropshire** there are:

- **15,073** people living with a moderate physical disability, and **4,613** living with a serious physical disability.
- Approximately **1,000** people that have a learning disability.
- **1,800** people with autistic spectrum disorder.
- Between **26%** and **32%** of people with a mental health condition.



4,613
PEOPLE LIVING
WITH A SERIOUS
PHYSICAL DISABILITY

Now, let's go back to the beginning...

Our journey to create better adult social care services for less began with a conversation with service users, staff and our partners.

POhWER
advocacy, making your voice heard

 **ageUK**
Love later life

VCSA



 **Healthy Shropshire**

healthwatch
Shropshire

 Shropshire
Towns and Rural Housing

NHS
Shropshire
Clinical Commissioning Group

NHS

Now, let's go back to the beginning... cont.

In 2011 we undertook our most comprehensive consultation on the transformation of adult social care.

At the time we said:
“future service models would be based on the principles of working together, prevention, enabling, maximising independence, and providing targeted incremental support where it is needed.”

These areas were felt to be the important principles by those who use or are affected by our services.

Needs and expectations changed

We found that users of services no longer wanted a narrow range of standardised support options, as has been traditionally the case but, rather, wanted personal support that enabled them to remain independent and active members of their communities for as long as possible.

We aimed to create a culture that encourages and supports collaboration, innovation and collective learning. Improving outcomes through greater choice and control, offered through a joined up approach across health and care services.



And, so our journey began

The creation of a Social Work pilot scheme, **'People2People'**.

It has already received national recognition for its work



Live Life your way – ip&e, Shropshire Council and People2People working together

And, so our journey began cont.

STEP (September 2013) – this work took place alongside the developments which were already taking place in People2People.

A 12 week prototype which included work to understand different conversations, different paperwork and changing the end to end system.





And, so our journey began cont.

STEP2 in Oswestry (April 2014) - work was undertaken to broaden STEP by understanding how the 'early help' systems across the organisation could be joined up to create a more community-based approach. It included discussions between housing, children's services, adult services, community action teams, GPs, health and schools.

And, so our journey began cont.

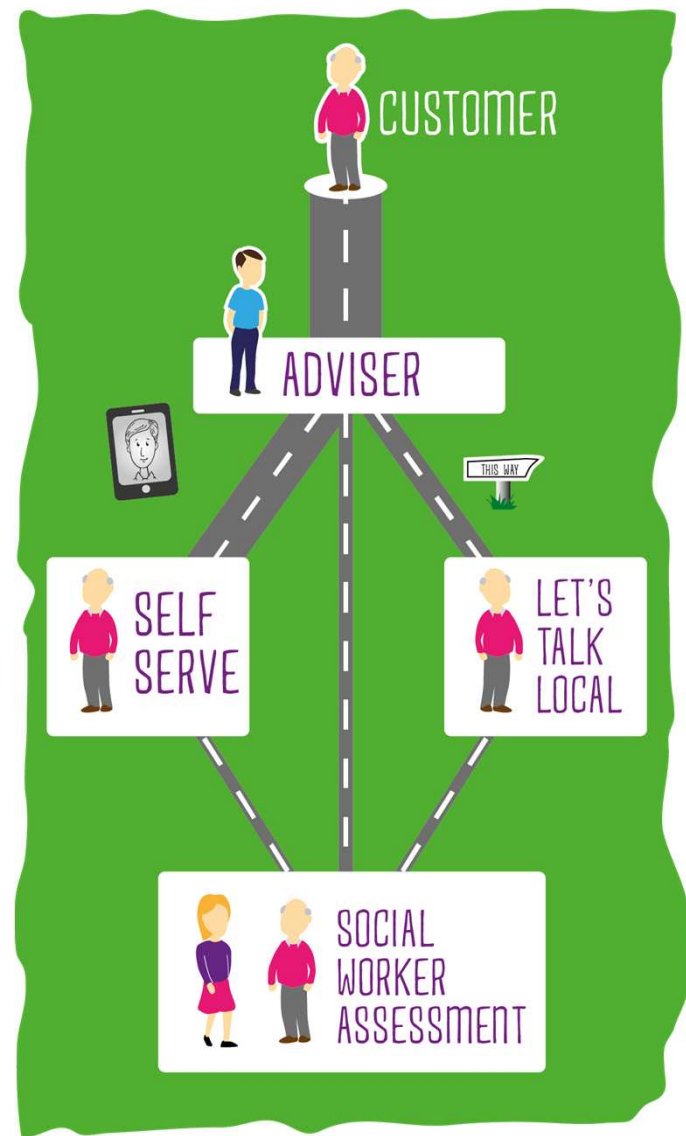
In April 2014 we brought in what we've learnt from 'People2People' and STEP to create a new a different operating model
Prevention focused, promotes aspiration, independence and capacity.
It is continually evolving.



And, so our journey began cont.

This model puts the service user, their families and carers at the heart of the **process**.

Inspiring our staff to work creatively and develop innovative ways of working during a period of uncertainty has been **essential**.



We need to be sure what we're doing is working cont.

Just to put things into perspective...

In Shropshire we spend **£239,000** on adult social care a day.

That's **£87,000,000** a year.



**£239,000
PER ADULT
PER DAY**

We need to be sure what we're doing is working cont.

However, we spend less per person on care for the over 65s than any other council in England.

Within Shropshire, the total spend per head of over 65s has reduced in the 10-year period from an average of **£935** in 2003/04 to **£644** per head in 2013/14, a reduction of **31%**. The national average is just 20%, 21% in the West Midlands.

And we've halved the number of people who are under 65 going into residential care.

But, we're managing to provide **better** adult social care services while spending **less**.

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You are here: Home > Quality of Care in England

The Current Quality of Care Homes in England

Insights from **Care Quality Commission** inspections

Key Facts

94% of care homes in Shropshire passed the CQC inspection making it the highest scoring county for quality of care.

36% of care homes in Nottinghamshire failed the CQC inspection making it the lowest scoring county for quality of care.

The **interactive map** below demonstrates the quality of care across different counties

Click on any county to view further information

CARE QUALITY
WORSE BETTER

Map created by **caringhomes**

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What does this map represent?
Shades of green represent levels of care quality in a given county. The darker the shade of green, the higher the quality of care.

Share This On Facebook Share This On Twitter Embed this map on your website

We need to be sure what we're doing is working

Outcome focused on what really matters has become 'second nature'

Continually monitoring our performance is a crucial part of the process so we revolutionised the way we do this.

And, 'Making it Real' is continuing to help us shape adult social care services.

Last year... cont

Through our First Point of Contact:

- We received **16,721 calls**. That's just over **1,500 calls per month**.
- Before our New Operating Model: In November 2013, out of **1,332 calls**, **431 people were dealt with by our social work teams**.
- With our New Operating Model: In November 2014, out of **1626 calls**, **267 people were dealt with by our social work teams**.

NOVEMBER 2013

1,332 CALLS RECIEVED

431 WENT TO SOCIAL WORK TEAMS

NOVEMBER 2014

1,626 CALLS RECIEVED

267 WENT TO SOCIAL WORK TEAMS

Last year... cont.

We've worked with ip&e to redesign and fundamentally change how we support people when they contact us. So now, when people contact us, over **73%** of people we are able to satisfactorily resolve whatever it was that was causing them a problem at that time.

We have **no** waiting list.



Last year... cont.

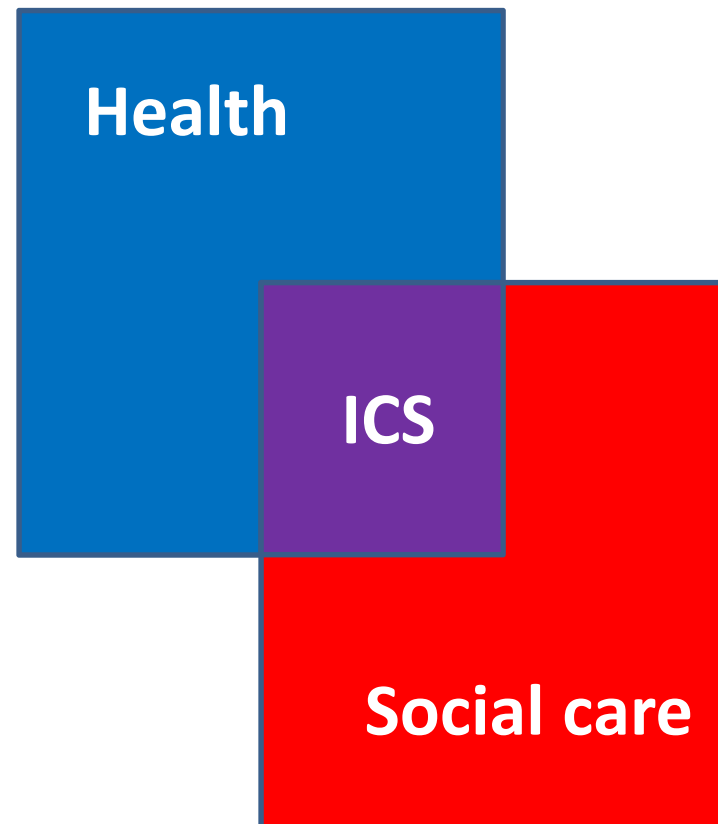
It doesn't stop there – we call people back and check that they're happy with the service they received.



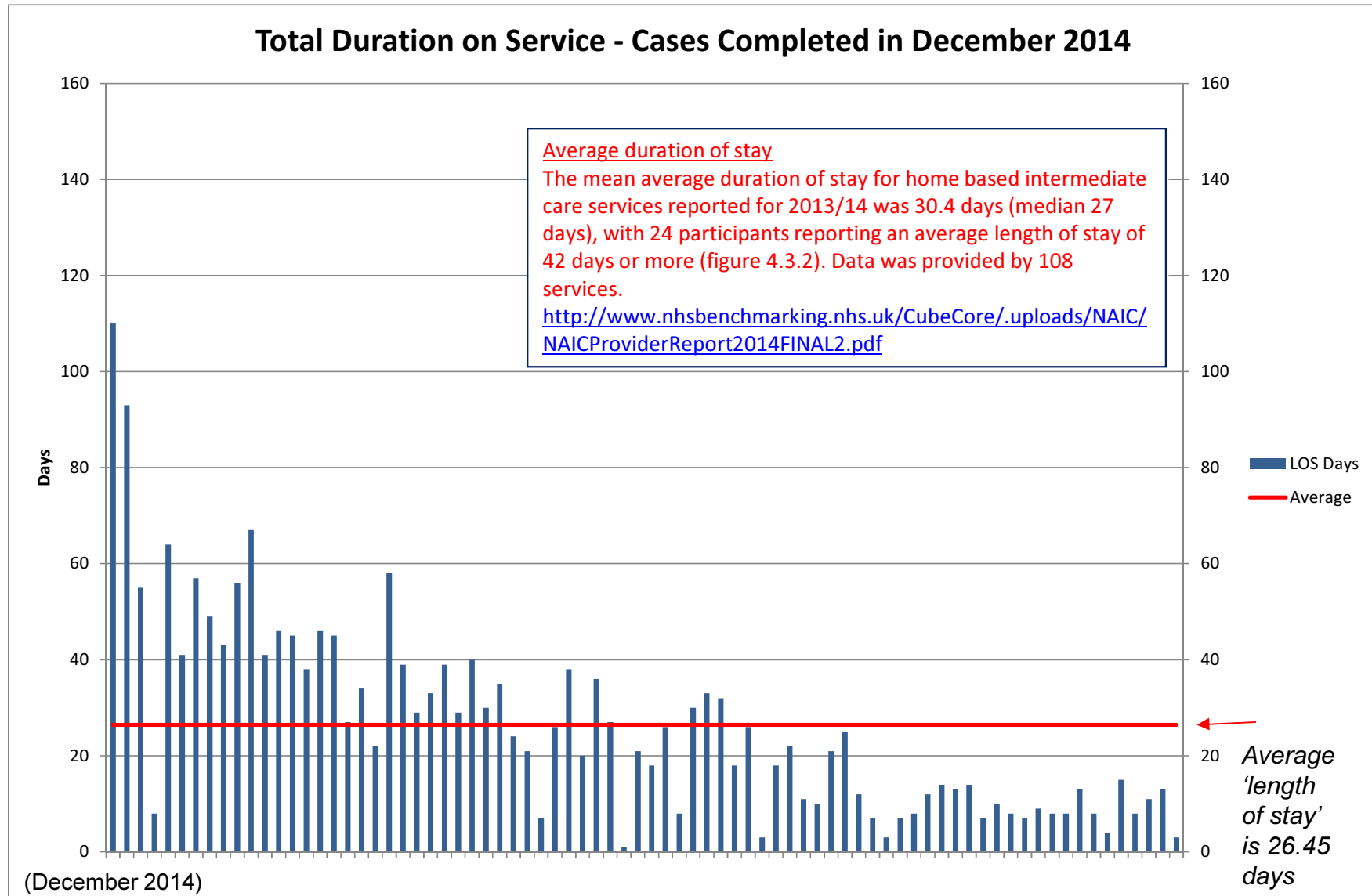
The integration we want is purple!

We want **purple** people, using **purple** processes to deliver purple outcomes ...

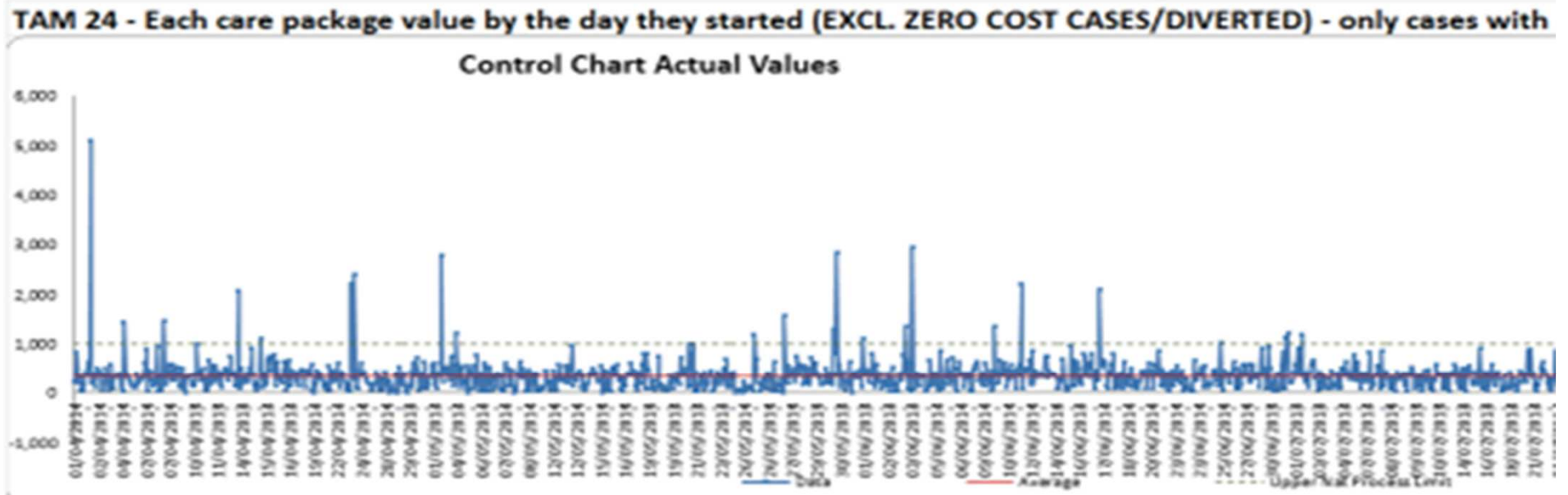
... the type of integration we are trying to achieve requires **more** than blue staff and red staff being based together, aligning their specialist input to meet the needs of the patient – it requires a new shared culture, mind-set, values and objectives to create a new staff group – the **purple people!**



Shropshire ICS Service: Hospital discharges: Total 'length of stay' for completed cases in December 2014



Shropshire Adult Services – The daily pulse





And it's changing people's lives, for the better

"Many thanks for the confirmation of the Carers Assessment appointment. I really appreciated the amount of information you gave me during our phone call and for your kindness and consideration."

And it's changing people's lives, for the better

“Ms B would like to compliment the FPOC team and CCT/P2P team for the assistance given to her relative. She is very impressed with the signposting First Point of Contact Team gave on her initial call and is also impressed with the speed LC from ‘People2People’ have arranged to visit her relative. Mrs B said she was also grateful for the call back two weeks later she received from First Point of Contact.”

And it's changing people's lives, for the better cont.

“A customer would like to thank First Point of Contact at Shropshire Council for telephoning her back to see how her sister was getting along having been signposted to Age UK. Following the advice, a volunteer was provided for her sister, who is now **"back to the sister we know"**. This change began with the conversation.”





The Care Act and Shropshire – we're ready

The Care Act represents the biggest change to adult social care in over 60 years. However, here in Shropshire we're already working toward the approaches described within the Act, so many of people will see little change in the service they receive.

LIVE LIFE YOUR WAY

**But this is only the very
start of our journey ...**

**... we are looking forward
to building on our success.**

