

## ASCH Improvement and Change Portfolio – October - December 2020 Update

Although the department had begun planning for recovery, in readiness to stand services and programmes of work back up, given the resurgence of the pandemic it has not been possible as yet to move from emergency response into full recovery. Alongside the emergency response, the department's key priority continues to be to support vulnerable adults and carers, focusing on prevention and early intervention to ensure that people are supported early and to prevent them from reaching a crisis point. Although the Council will continue to be in emergency response mode, there are some areas of the portfolio that can commence, and it is within this context that a new Service Improvement Programme for 2021/22 to 2023/24 was approved at the Adult Social Care and Public Health Committee in January 2021. This appendix for April 2021 onwards will be amended to reflect the new programme of activity.

### 1. Programme 1 – Improve wellbeing through prevention and promoting independence

**Programme Outline:** This programme will embed prevention into clinical and social care pathways, promoting independence and preventing future or long-term service need. There will be a focus on working with partners and wider stakeholders to develop and deliver healthy environments and communities, promoting health, wellbeing and independence. A review will take place of our employment offer to scope out work required from a social care and public health perspective to improve access to employment for disabled people/people with long term health conditions and support them to be economically active in their local communities.

**Overview of progress:** The Department is on track to deliver this programme although some activity has been delayed or put on hold as a result of Covid 19.

Key Milestones	Implementati on Date	Status	Updates, Exception Detail and Mitigations
Development of social work practice using the three conversations model	November 2021	On Target	
Increase the number of people who benefit from short term services to help them regain skills and confidence or recuperate after an illness.	December 2020	On Target	
Provide a therapy led approach to assessment and support planning to maximise people's independence.		On Target	

## Appendix A

All new requests for care and support will receive an occupational therapy assessment that focuses on improving the person's ability to be independent in activities of daily life.	December 2020		
<b>Implement a multi-agency strategy that aims to reduce the risk of abuse and/or neglect of adults with care and support needs.</b>  NSAB Partnership event  Review of the Safeguarding Policies and Procedures following a referral to reflect ADASS guidance	November 2020  November 2020	complete	
<b>Review of employment offer and work to improve access to employment for people with disabilities and long-term health conditions</b>	March 2021	On Target	
<b>Work to standards laid out in the Wellbeing at Work toolkit for enhancement of staff wellbeing. For commissioned services, service specification will include requirements to adhere to Wellbeing at Work, adopting a Making Every Contact Count type approach and sign up to the tobacco declaration.</b>  Work with Strategic Commissioning colleagues in Adult Social Care to ensure that Wellbeing at Work and tobacco declaration requirements are routinely included in Adult Social Care specifications.	March 2021	On Target	
<b>Within Adult Social Care and Health, frontline staff will be supported to have healthy conversations with people.</b>	March 2021	On Target	

Seek to include Prevention & Person Centre tool kit (guide to making the most of conversations) in the Adult Social Care induction programme.			
<b>Launch of a new carers' assessment</b>	April 2021	On Target	

### Programme 2 – Develop our integrated health and social care system

**Programme Outline:** This programme will work with health partners to develop and evaluate new models of care that meet both the social care and health needs of people across the county. It will consider the priorities in the NHS 10 Year Plan and forthcoming Adult Social Care Green Paper. Action Plans will be developed to address any population health challenges and Public Health reserves used to test out innovative approaches to emerging population health needs.

**Overview of progress:** The Department is on track to deliver this programme although some activity has been delayed or put on hold as a result of Covid 19.

Key Milestones	Implementation Date	Status	Updates, Exception Detail and Mitigations
<p><b>Agree prevention and early intervention pathways of care following the ambitions within the NHS 10-year plan and ensure Integrated Care System (ICS) workstreams and organisational workplans incorporate effective measures to improve prevention and population health.</b></p> <p>The Integrated Wellbeing Service Provider will be required to work with referring organisations to locate potential service users. The Provider will develop and promote the referral pathways including self-referral, focusing on priority communities (2020/21).</p>	March 2021	On Target	
<b>Support Health and Wellbeing Board partners to implement place-based plans to contribute to food, environment and physical activity objectives, which will support residents to reduce their risk of obesity and diet related diseases.</b>			

Provide public health grant funding and public health advice to Active Notts working with District Councils to contribute to funding of physical activity insight and community co-production in each district in 19/20, 20/21 in line with the Health & Wellbeing Strategy.	March 2021	Complete	
<b>Implement the Integrated Care System Mental Health Strategy to achieve agreed actions working in partnership with health colleagues and providers as well as voluntary and community sector providers.</b>  Reduce inequalities and narrow the gap between severe mental illness (SMI) life expectancy and the rest of the population by 3 years and increase healthy life expectancy by 3 years.	2024	On Target	
<b>Roll out the best conditions needed for integrated health and social care frontline older adults' teams and pilot new approaches including joined up assessments.</b>	March 2021	On Target	
<b>Work together with health colleagues to reduce Nottinghamshire delays to discharge to the national target and implement the 'Discharge to Assess' (D2A) model. Maintain excellent social care delays performance and improve the effectiveness of hospital discharge processes.</b>	December 2020  March 2021	On Target	
<b>Implement the Digital Partnerships programme to:</b> <ul style="list-style-type: none"> <li>• Enable Adult Social Care staff and health colleagues to have access to each other's relevant information about known service users in order to support effective decision-making and improve the quality of care</li> </ul>	<b>Various dates</b>  <b>Work streams described at a) – d) July 2021</b>	On Target	

<ul style="list-style-type: none"> <li>Digitise referrals and messaging across health and social care so that processes become faster and more efficient, and so that delays, errors, inappropriate referrals and duplicated work are reduced</li> <li>Develop new ways of sharing information across health and social care to inform strategic commissioning and risk stratification, enabling more proactive interventions to be carried out to prevent loss of independence and wellbeing</li> </ul>			
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### Programme 3 – Delivering high quality public health and social care services

**Programme Outline:** A key part of this programme will be to work with independent care and support providers to understand their pressures and to ensure the fees paid for care services reflect the cost of delivery of good quality care. The main projects that will deliver this work are increasing home care capacity and sustainability of care providers; review of older people's care home structure, and a review of residential care for younger adults in accordance with the savings and efficiencies programme.

The Public Health budget is invested in a range of evidence-based services which fulfil statutory duties and deliver clear public health outcomes and good return on investment for public money. This programme will also include supporting recruitment and retention of staff and building a sustainable workforce with both the independent sector and internally for home-based care.

**Overview of Progress:** The Department is on track to deliver this programme although some activity has been delayed or put on hold as a result of Covid 19.

Key Milestones	Implementation Date	Status	Updates, Exception Detail and Mitigations
<p><b>Develop an Adult Social Care Digital strategy to improve the customer experience and increase the efficiency and effectiveness with which we work.</b></p> <p>Agree a final version of the ASC Digital Strategy and develop an action plan to implement the strategy.</p>	July 2021	On Target	

<p><b>Review Home First Response Service (HFRS), Short Term Assessment and Reablement (START) and homecare to ensure maximum effectiveness.</b></p> <p>Review pilot and decide whether to roll out countywide.</p> <p>Tender for housing with care and support services in Rushcliffe.</p>	<p>August 2020</p> <p>October 2020</p>	<p>Complete</p>	
<p><b>Confirm commissioning strategies for Housing with Support (HWS) to offer a range of housing options which will help people under the age of 65 to stay as independent as possible for as long as possible.</b></p>	<p>March 2023</p>	<p>Complete</p>	
<p><b>Investing in Shared Lives – Phase 2</b></p> <p><b>Increase the capacity of the service to enable it to become a viable alternative to traditional models of social care (i.e. day services, short breaks &amp; residential care</b></p> <p>Expand the scheme to enable it to support more diverse groups of customers</p> <p>Recruit 100 approved carers by 2025</p>	<p>April 2025</p>	<p>On Target</p>	
<p><b>Attract and recruit people with the right qualifications, skills, knowledge and experience to work in frontline social care roles in the Council and home care.</b></p> <p><b>Operational social care frontline roles:</b></p> <p>Implement a rolling recruitment process and improve monitoring systems for difficult to recruit front line posts.</p> <p>Ensure the recruitment process is timely and effective.</p>	<p>January 2021</p>	<p>Complete</p>	

<p>Work collaboratively with Partners to improve access to employment opportunities for the cohort of adults who are far removed from meaningful employment into the Care sector.</p> <p><b>Home Care:</b> Develop a better approach to the recruitment of Home care staff. Include the use of digital and social media to raise the social care profile through the range of roles available to highlight the importance of care and the passion care workers have for the work they do. Demonstrate the benefits of working in care as opposed to working in other sectors including Myth busting showing the positive side of care.</p>	January 2021		
<p><b>Commercialisation of the Council's directly provided Social Care services.</b></p> <p>Implementation of the Business Plan for the Council's County Horticultural Service.</p>	December 2020	Complete	