

Adult Social Care and Health

# Making a difference every day

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November 2022




**Richard Smith**

Corporate Director of Adult Social Care & Health

# Making a Difference Every Day Timeline


Making a difference every day



July 2020

**Adult Social Care Diagnostic**


The Diagnostic was undertaken in order to provide a clear view of the Directorate’s current state and future aspiration against the Three Pillars (Practice, Innovation, Meaningful Measures)



2020  
2021

**Design Groups**


The Design Groups focused on exploring the greatest challenges and opportunities in relation to the Three Pillars.



2020  
2022

**Adult Social Care Strategy co-production and public consultation**


The strategy was developed with input from people we support, carers and the public.



April 2022

**Adult Social Care Strategy publication**

The final strategy for Adult Social Care 2022 – 2027 was published.



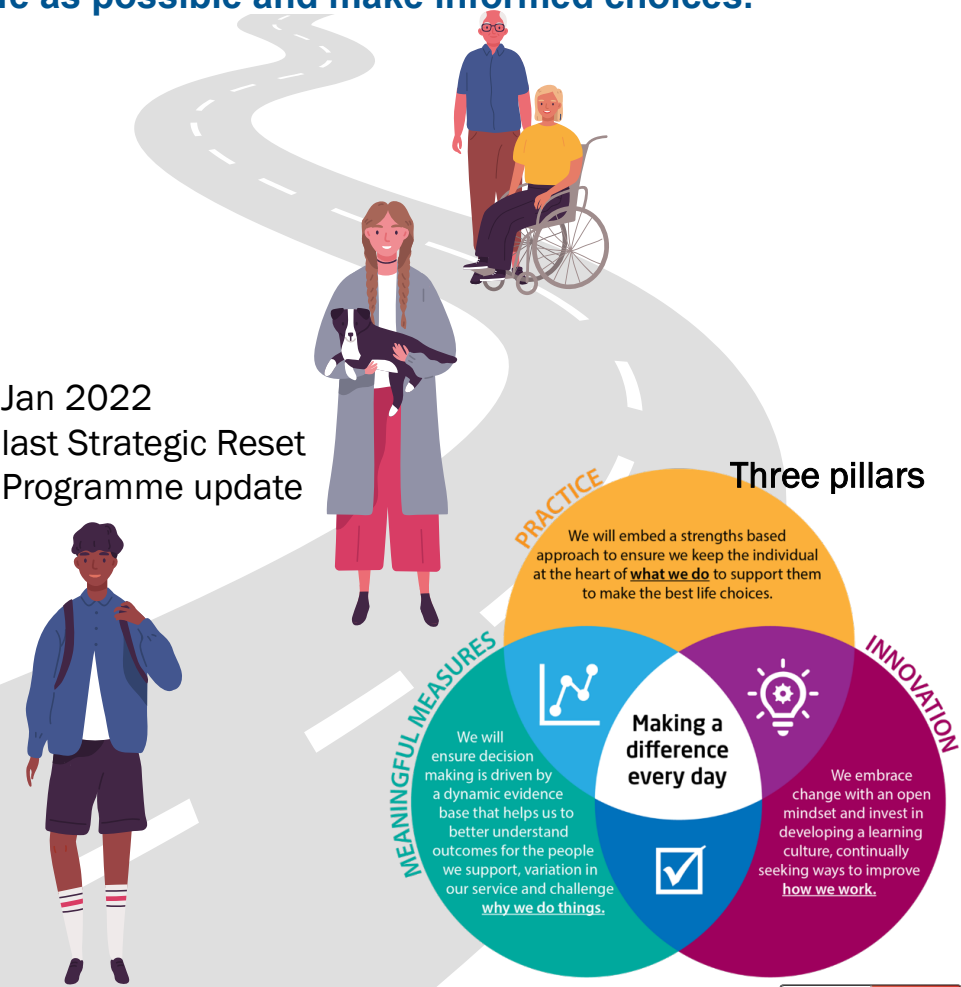
May 2022  
–  
Present

**Adult Social Care Strategy Delivery**

Key projects move into the ‘delivery’ phase.

**Vision: “Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices.”**

Jan 2022  
last Strategic Reset Programme update



# What we set out to achieve and where we are now

## Key

Blue = delivered

Green = in progress

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## Practice

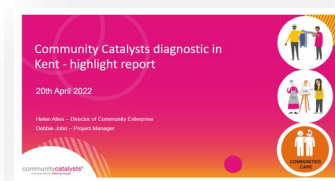
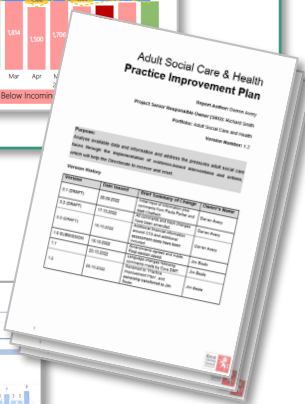
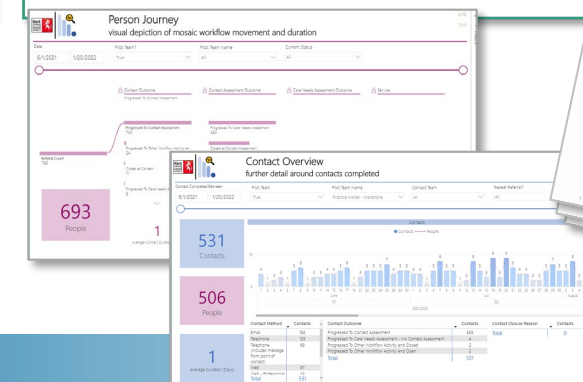
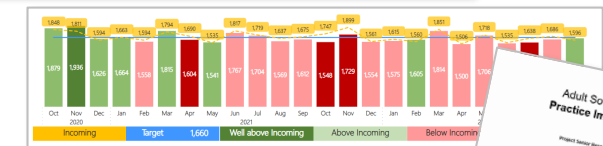
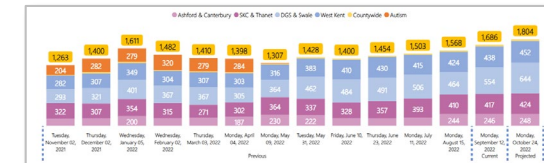
- **Locality Model** and **Adult Social Care Ways of Working**
- **Organisational Development Group**
- **Practice Framework, Strength-Based Documentation, Mosaic Redesign & Training**
- **Quality Assurance Framework & Quality Assurance Tool**
- **Recruitment Campaign**
- **Arranging Support – Purchasing**
- **Self-Directed Support, Personal Assistant Development Officer & Personal Assistant Portal**
- **Technology Enabled Care Build & Test** and **Technology for Independent Living Facilitators**
- **Workforce Care Hub**

## Innovation

- **Digital Front Door & Digital Self-Serve**
- **Digital Roadmap**
- **Innovation Delivery Team**
- **Innovation Framework**
- **Micro-Enterprises & Community Catalysts**
- **Provider Payments**
- **Provider Portal and Citizen Portal**
- **Self-Directed Support, Personal Assistant Development Officer & Personal Assistant Portal**

## Meaningful Measures

- **Benefits Realisation – Key Performance Indicators**
- **Performance Assurance Meetings**
- **Power BI Dashboards (Information and Data)**
- **Performance Improvement planning**
- **Redesigned / Restructured Performance Team**
- **Quality Assurance Framework & Quality Assurance Tool**



## Adult Social Care

# Locality Operating Model

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difference  
every day

Working at a place-based level to help the people we support to access the **right support** at the **right time**, in their local community.



24 Community Teams

Apr 23



New Adult Social Care Ways of Working (pathways)

Apr 23

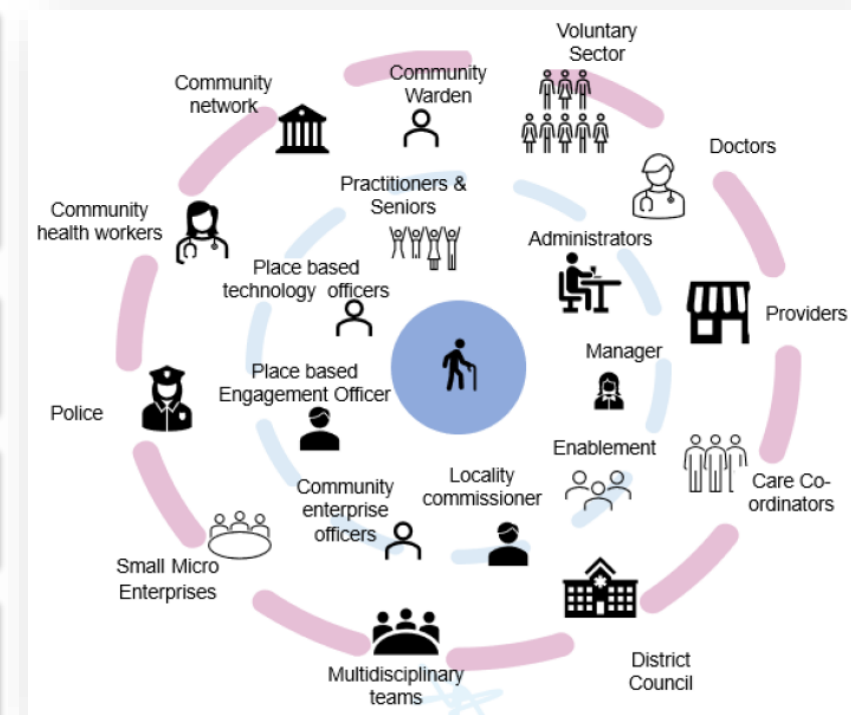


Operating Processes and Protocols

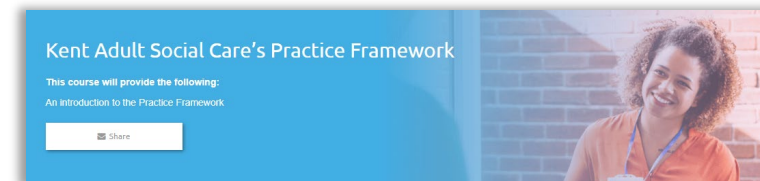
Apr 23

## NOTE:

As we are implementing a new place-based way of working that involves reorganising our teams' geographic remit and increased flexibility across teams.



Implementing a strengths-based approach to practice in adult social care, so people are listened to and receive support based on their **strengths** and what is **important to them**.



Practice Framework



Strength-Based Documentation



Strength-Based Training



Quality Assurance Tool



Due Dec 2022



Quality Assurance Framework

### Approaches

- Whole family approach – think family and think carers
- Focus on families as the experts in their own lives
- Building relationships first – build on people's strengths and move away from task-led results

### Intentional Behaviours

- We will empower people to have as much choice and control as possible, encouraging them to lead on their support and live the life they want to live.
- We will listen to and respect the person's expertise about their situation, whilst giving an honest professional opinion.
- We will be innovative in offering support through technology, direct payments and fully exploring support from friends and family.
- We will uphold people's rights with a positive and open practice approach.

### Relational Practice and Strengths-Based Interventions

- Use a person-centred approach
- Be solution-focused
- Balance rights and risks
- Recovery model
- Practice through a trauma informed lens
- Build relationships – 'every interaction is an intervention' (relational)
- Build strong communities with the right resources (asset based)

### Supervision

- Incorporate a strengths-based approach towards supervision
- Locality partnership meetings with the aim to create communities where everyone belongs
- Reflective discussions in a multi-skilled group
- Promoting personal development and a learning culture, underpinned by the Quality Assurance Framework

**We will put people at the heart of what we do**

People can find **information**, **advice** and **guidance** to help them look after themselves or others, at a time that suits them.



Adult Social Care and Health Kent.gov.uk Updates



AskSARA (equipment and adaptations portal)

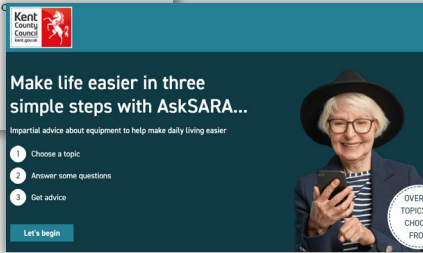
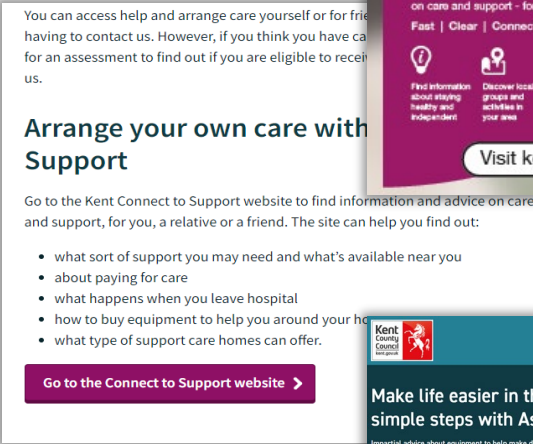
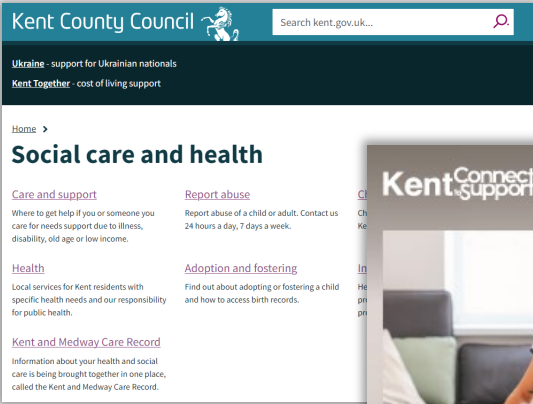


Kent Connect to Support




Light Touch Self-Assessment and Financial Calculator


Due Dec 22




To procure and implement a range of digital **self serve tools** that people and/or their carer can access and use to help them make informed choices and purchase what they require.



Self Assessment Tool




Self Financial Assessment Tool



Care Account

**NOTE:**  
Development of Kent Self Serve tools has been paused due to the wider implications of social care reform and exploration of a national system solution for all local authorities to adopt. We are reviewing this work now in light of the current delays.




Self-Care Needs Assessment  
(used to calculate Estimated Personal Budget)



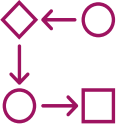
Financial Assessment



Care and Support Plan








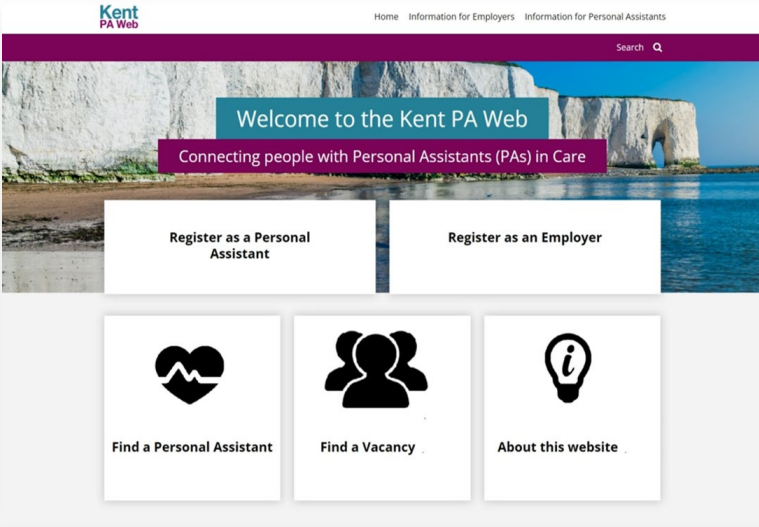
Chat Bot / Virtual Assistant /  
Automated Telephony



Account and Document  
Management

People understand the benefits of Self-directed Support and how they enable them to have **choice** and **control** in organising their support; they can explore **innovative ways** of meeting their outcomes.

	Direct Payment improvements	Due Spring 2023
	Game Changer Events	
	Operating Protocols and Processes	Complete by Jan 2023
	Personal Assistant Portal	
	People with lived experienced leading this work	Ongoing



# Technology Enabled Care

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People can explore technology that is right for them, improving their **physical and mental wellbeing**; they are **empowered** to manage their home environment more independently. Carers can draw on technology for support and reassurance, **improving their quality of life**, and of the person they are caring for.



## Technology Enabled Care Build and Test



## Technology Enabled Care Countywide Model

Mobilisation from April 23



## Technology for Independent Living Facilitators



## Funding secured from NHS England - Digital Social Care Transformation project



People are supported **through their community**, rather than formal care and support; their **independence, resilience, choice** and **wellbeing** are protected and promoted.



Approved Provider List



Community Catalysts



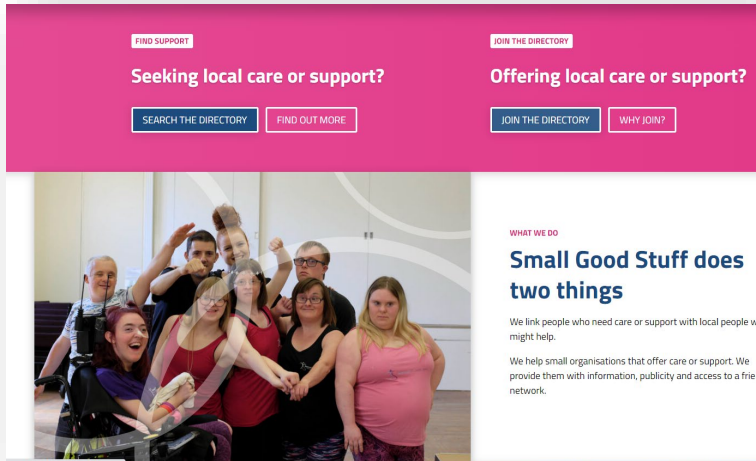
Community Micro-enterprises



Improved Relationships with Growth, Environment and Transport Directorate

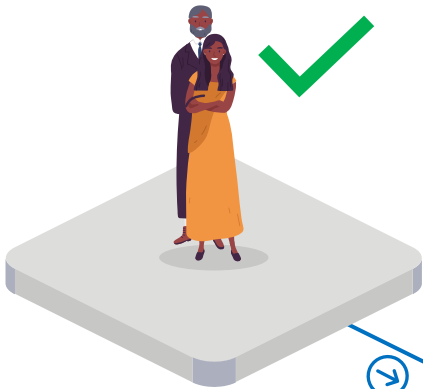


Social Prescribing Directory



## 1 Diagnostic

Provide a clear view of the Directorate's current state and future aspiration



## 3 Adult Social Care Strategy and Delivery

Strategy developed with input from people we support, carers and the public followed by project delivery



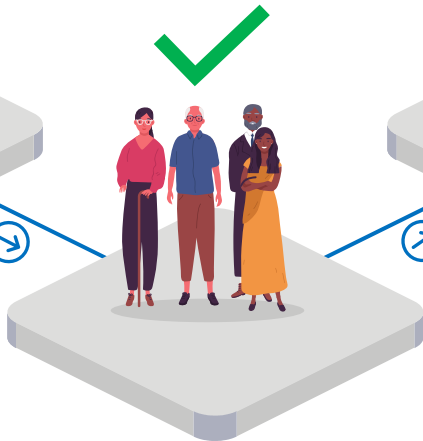
## 5 Benefits Realisation

Realisation of strategic outcomes and benefits from the strategy



## 2 Design Groups

Focus on exploring the greatest challenges and opportunities



4

## Culture, Practice Change and implementation

Having the right culture in place will be **key** to operational practice, commissioning and sustainability long term

