

From: **Graham Gibbens, Cabinet Member for Social Care and Public Health and Andrew Ireland, Corporate Director Social Care, Health and Wellbeing**

To: **Adult Social Care and Public Health Cabinet Committee - 2<sup>nd</sup> May 2014**

Subject: **Adult Social Care Transformation and Efficiency Partner Update**

Classification: **Unrestricted**

Past Pathway of Paper: **DMT**

Future Pathway of Paper: -

Electoral Division: **All divisions**

**Summary:** This report provides an adult social care transformation and efficiency partner update.

**Recommendation:**

No specific decision is required.

The Cabinet Committee is asked to note the information provided in the report.

## **1. Background**

1.1 Following the decision to appoint Newton Europe as the adult social care transformation and efficiency partner, a commitment was made to provide the Social Care and Public Health Committee with 6 monthly updates.

1.2 Newton Europe started working on site 7 May 2013. During the past 11 months 16-20 FTE consultants have worked alongside KCC staff to help deliver transformation.

1.3 The 3 main programmes of activity have been focused on:

- Care Pathway
- Optimisation
- Commissioning and Procurement

## **2. Care Pathways Programme Update**

- 2.1 The 3 major projects within the Care Pathways Programme include:
- Telecare
  - Enablement
  - Promoting Independence Reviews
- 2.2 Since the start of the Enablement project an additional 1,239 people have benefited from enablement – many of whom have been enabled to live independently in their own homes with less or no homecare support.
- 2.3 Since the start of the Telecare project an additional 623 people have had telecare equipment installed which has helped them to remain living independently in their own homes. Newton Europe has also worked with Commercial Services to improve the efficiency of the installation process – thereby helping them to better meet the increase in demand at proportionately less cost.
- 2.4 One positive example of the use of telecare was an 83 year old lady with significant health issues, being cared for by her husband and considering long term care. The telecare provided improved the confidence of both husband and wife and prevented the possibility of carer breakdown (and therefore the greater costs of residential care).
- 2.5 Since the start of the Promoting Independence Reviews project 374 people have been reviewed and their packages adjusted according to their current needs and better use of available community resources. One example was a man with health, mental health and learning difficulties who was matched to a local voluntary organisation who could support him with financial management/correspondence issues. This support not only met his need but reduced the risk of financial abuse and increased social network (thereby preventing social isolation).

## **3. Optimisation Programme Update**

- 3.1 The staff in any organisation handling sensitive data and visiting clients will spend a lot of their time doing paperwork and other tasks that do not directly help their clients. By making these processes more efficient, it is possible to increase the time our staff spend with service users dramatically.
- 3.2 Following the piloting of new processes and tools in Dover, we have seen the productivity of the team enhanced by 500%. This has been achieved through best use of resources, unblocking system barriers, reducing interfaces, and empowering and educating staff.
- 3.3 Further benefits include a reduction of 79% in the lead time from first contact to first assessment - which has dramatically improved outcomes for care recipients and their families.
- 3.4 The 'model office' approach is now being rolled out across all teams to ensure that these benefits are replicated across the county.

#### **4. Commissioning and Procurement Programme Update**

- 4.1 Following a robust tendering process, the number of homecare providers we use to deliver homecare to our service users has been reduced from 147 to 23. This is the first step in a set of planned changes which will allow us to work in closer partnership with the 23 providers. Benefits of the homecare retender include:
- the quality audit has guaranteed higher level of quality across providers;
  - the 'trusted team' specification improves the continuity of the care workers who support an individual service user;
  - more efficient allocation of work across geographical clusters leads to reduced distances/travel time for care workers and reduced costs for providers;
  - care workers are able to support service users in their local communities;
  - sustainable savings will be gained through economies of scale and geographical clustering;
  - greater visibility of the quality and impact of the care being provided makes it easier for KCC to manage the contract compliance.
- 4.2 The reduction in providers means that a large number of service users will move to new providers from June to August. This 'mobilisation' process is planned in detail so as to mitigate risks.
- 4.3 Retendering work has also been completed for telecare monitoring. This has been successfully reduced the price per user per week from £2.11 to 24p.

#### **5. Newton Europe Performance**

- 5.1 In summary, the changes that Newton Europe has helped KCC to deliver have had significant impact on productivity, costs and service user outcomes.
- 5.2 The total of current and planned activity is expected to realise £30m of programme benefit.
- 5.3 It should be noted that this level of benefit will be achievable without cutting any front line services.

#### **6. Recommendation**

##### **Recommendation:**

No specific decision is required. The Cabinet Committee is asked to note the information provided in the report.

## **7. Background Documents**

- 7.1 Item 9 – Kent County Council, 17<sup>th</sup> May 2012 Adult Social Care Transformation Blueprint and Preparation Plan, May 2012  
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=113&MId=3905&Ver=4>
- 7.2. Item B2 - Social Care and Public Health Cabinet Committee, 21 March 2013 - 13/00010 - Appointment of a Transformation and Efficiency Partner - Adult Social Care Transformation Programme  
<https://democracy.kent.gov.uk/ieListDocuments.aspx?CId=747&MId=5129&Ver=4>
- 7.3 Item B3 – Social Care and Public Health Cabinet Committee, 4 October 2013 - Adult Social Care Transformation and Efficiency Partner Update

## **8. Contact details**

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