

Title:	Progress report on Personalisation in health and social care in Torbay		
Report to:	Health Scrutiny Board		
Prepared By:	Nicola Barker	Contributors:	
Directorate/Department:			
Date Prepared:	15 th November 2010	Date of Meeting:	2 nd December 2010
<p>Summary of report This is a progress report on the personalisation programme in Torbay in line with the Department of Health milestones.</p> <p>Background The ethos behind the personalisation programme in Torbay is that the total system change required for success will only occur through the set up of multiple projects which are well managed, carefully steered and correctly aligned with the philosophy of personalisation. In order for the programme of change to be successful a framework has been created to support the programme in terms of strategies, policies and procedures, resources, meetings, training and development and culture. The programme is being run following the Managing Successful Programmes methodology and is supported by the programme office at Torbay Care Trust.</p> <p>Structure and infrastructure for Personalisation</p> <ul style="list-style-type: none"> • Personalisation Board – the “senior team”- meets monthly to drive the programme. The Board is under review in line with the organisational restructure currently underway. Mandy Seymour is the new Chair and Senior Responsible Officer • Programme Delivery Group (Engine Room) – senior managers from TCT, Council, DPT and Childrens Services who meet monthly to manage all programme projects. • Personalisation Operational Group – Meets monthly to share learning, processes, risks and success's to ensure effective implementation in zone teams • Personal Health Budget Ops Group (PHOG) – PHB pilot team meets monthly • Communication and engagement group meets monthly to communicate the vision of personalisation in Torbay to all stakeholders • Commissioning Group meets monthly to support market to develop and innovate • Governance and Risk & Issues strategies in place <p>Education and development for staff</p> <ul style="list-style-type: none"> • Advanced Development Programme (link with Co-creating Health Project) • Personalisation in Practice (PIP) meetings chaired by Zone Managers in their teams to support staff with concerns, support planning and sharing learning and ideas • Personalisation embedded in appraisal and supervision meetings • Team meetings, staff forums, leads events, staff seminars etc • Intensive training plan from 25.10.10 all zones/teams <p>Membership of the Board, Engine Room and myriad work-stream projects include partners across the Care Trust, Devon Partnership Trust, Torbay Council, Public Health, the Third Sector the Care Trust, Devon Partnership Trust, Torbay Council,</p>			

Progress on the 5 national milestones

Milestone 1 – Partnerships and engagement

This work-stream is lead by Fran Mason (Torbay Council) We anticipate meeting the targets set within this DH milestone for April 2011: Local service users understand the change to personal budgets and are involved in the process; Torbay has several User Led Organisations directly involved in the transformation.

- Public involvement throughout the programme, including the Board
- Communications strategy, stakeholder map and implementation plan in place
- Social Movement – linked to Hele project, Closing the Gap
- Website refreshed
- Leaflet developed for distribution to all Direct Payment and Supporting People clients – September/October
- Quest (Client peer review group – see attached leaflet) followed up initial distribution with clients to ensure message is clear and understood - October
- Revised leaflet followed Quest feedback – roll out of leaflet distribution December
- Newsletter launch October
- LINKs asking specific question at 3 public consultation sessions in September
- Briefing by Personalisation team to Councillors in October
- Torbay Voice & Quest (Managed by SPOT) leaders for change in community
- Re-launch of Older Persons Board in October will include public involvement and leadership of personalisation in Torbay
- Quest to explore and evaluate staff, client and community understanding from October by various methods including interviews, mystery shopping etc
- TULIP (Torbay User Led in Partnership) independent support to clients/carers on all aspects of Personal Budgets paid as a direct payment including recruitment of personal assistants, payroll, CRB checks, advocacy etc.

Milestones 2- Self directed support (SDS) and personal budgets

This work-stream is led by Dawn Butler (Care Trust). Milestone: 30% clients have a personal budget by April 2011 – currently @ 11%, projections based on current activity on attached documents – projections for April 2011 28% with equipment offered as a DP:

NI130 projections (attached report on regional progress and anticipated activity)

The projections are based on personal budgets, using self directed support paperwork and RAS from 1.12.11 as the intensive training is rolled out.

40% of new clients expected to have a PB – this allows for clients in crisis for whom an urgent package of support might be required initially.

77% of reviews transferred to a PB via universal RAS (transition policy to apply where there is significant change in allocated budget) with PB recorded on Paris alongside method of budget delivery (please note the Trust can be the commissioner of services/activities, the client does not have to manage their budget or opt for support to manage their budget). This entails a revision to current brokerage activity, contract monitoring, direct payment process and financial assessment – these are being addressed through a workforce development group led by Phil Waite. Initial support function workshop 24th November.

Personalisation Operational Group (POG) action plan

- Action plan owned by POG – incorporates policy and process – RAG'd
- Standard operating process, paperwork, risk assessment and RAS training programme from 25.10.10 in all zones - Des Atkins and Adele Tithecott
- Champions identified in all zones and working with/to inform new process
- Zone Managers set objectives around personalisation
- Zone targets on PB performance from 1.11.10 – weekly reports from Sue Wilson & Paul Whitcomb. Analysis of activity recorded on Paris by Jill Yersin
- Weekly Resource Allocation Meetings in zones to reinforce learning and share concerns/good practice.
- Team meetings, staff forums, leads events, staff seminars etc to embed new culture
- Resource Allocation System developed, under trial for 1st November for go-live in line with intensive training on new process
- RAS policy in progress to ensure legality of process and transition arrangements for current clients moving to personal budgets based on individual need which may differ from current provider led financial allocation.
- Review underway to reduce assessment and support planning paperwork in Paris
- Single Care Record in development – IT leading
- Workforce Development event November 2010 to review support functions required to enable self directed support (finance, FAB, brokerage etc).
- Pilot of reconfigured finance teams relocated within zones to support RAS and personal budgets – report outcome 31.10.10
- Direct Payment/Personal Budget process under review in line with DH guidance and new process – Judy Grant
- Further workforce events to promote activity to support PB's by Third Sector and User Led Organisations – January 2011

Milestones 3- Prevention

In line with restructure a Senior Manager to be responsible for this workstream with clear links to commissioning workstream. There are strong links to the Integrated Care (IC) Programme and Public Health within this milestone: There is evidence of cashable savings released as a result of the preventative strategies and that overall social care has delivered 3% cashable savings.

- Prevention and early intervention key within Commissioning Strategy
- Falls prevention (IC project) promoted by public event in June 2010
- Successful Tele-health project in progress supporting clients with COPD
- Co-creating Health Project in 2nd phase, bid based on link to personalisation programme. Staff, GPs and consultants engaged in Advanced Development Programme (techniques for professionals in promoting self care and management for people with long-term conditions); clients engage in 7wk course to enable self care and reduce health/social care interventions
- Invest to save project - Postural Stability Instructors to support Physiotherapy service in falls prevention
- Planning underway to increase use of tele-care and assistive technologies
- Torbay Public Health Plan "Good Health Matters to all of Us"

Milestone 4 – information and advice

In line with restructure a Senior Manager to be accountable for delivery of this workstream: There is universal access to advice and information and the public are informed about where they can go for the best information and advice about their care and support needs.

- Information, Advice and Advocacy (IAA) strategy awaiting ratification
- 3 part IAA implementation plan: Information Management, Awareness and Delivery
- Partnership and community engagement across third sector TORCOM
- “Tell us Once” project
- Investigating “Looking Local” digital TV channel offering information and advice
- Workforce planning event will consider current support services which offer advice and information e.g. Disability Information Service, FAB etc
- Tender for Active Living Centres September 2010
- Tender for IAA bay-wide service provider September 2010
- Malcolm Dicken leading web option to support universal information – Open Objects – this portal offers universal access across Torbay on a wide range of services, activity and information. It will be accessible from a number of outlets including libraries, pharmacies, Council and Trust websites.

Milestone 5 - Commissioning

The Senior lead for this workstream is under review following the restructure. There are 4 key areas to this work stream, shaping the market, de-commissioning, third sector development and contract monitoring.

- Mandy to oversee community commissioning strategy in line with restructure
- Supported living project underway for LD clients currently in residential care
- Extra Care Housing Project – Dunboyne
- Day Care review in progress
- Provider event on personalisation May 2010
- Dom Care provider led pilot to trial PB's in Brixham
- Folks at Home project in Paignton
- Supporting People providers offer PB's within current contract
- Support, Care and Community Services Framework – 3 launch events for local providers in November (Tracy Field and Fran Mason)
- Single Provider Forum launch January 2011
- Workshop planned for domiciliary and supporting people providers January 2011
- Co-funded Trust & Council market modelling project with Finnamore
- Tender for Surveyor for residential homes reconfiguration September 2010
- Dom Care contracts renewal – multi agency group leading change

