



Adult Social Care Front Door Redesign

April 2021

Proposal for a new Front Door

- Rationalise, standardise and improve communication and contact channels
- Further establish, increase and make consistent asset-based working
- Develop organisation, performance and commissioning data and intelligence
- Under the Care Act 2014: Prevent, Reduce & Delay



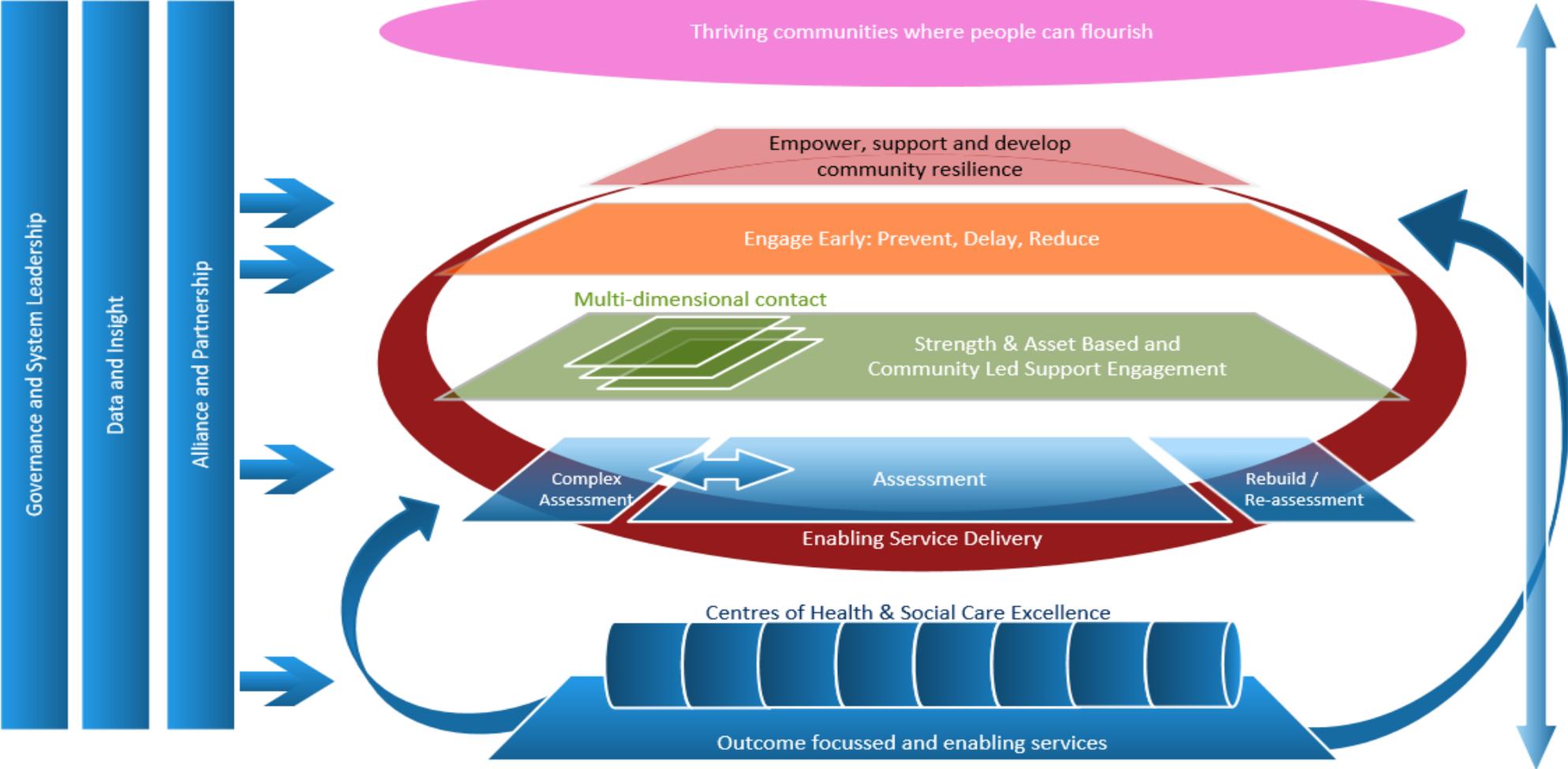
3 Key Elements to the Front Door

Overarching objective: *finding solutions for people and their problems where impact is demonstrated in terms of diversions from formal care and delivering good outcomes.*

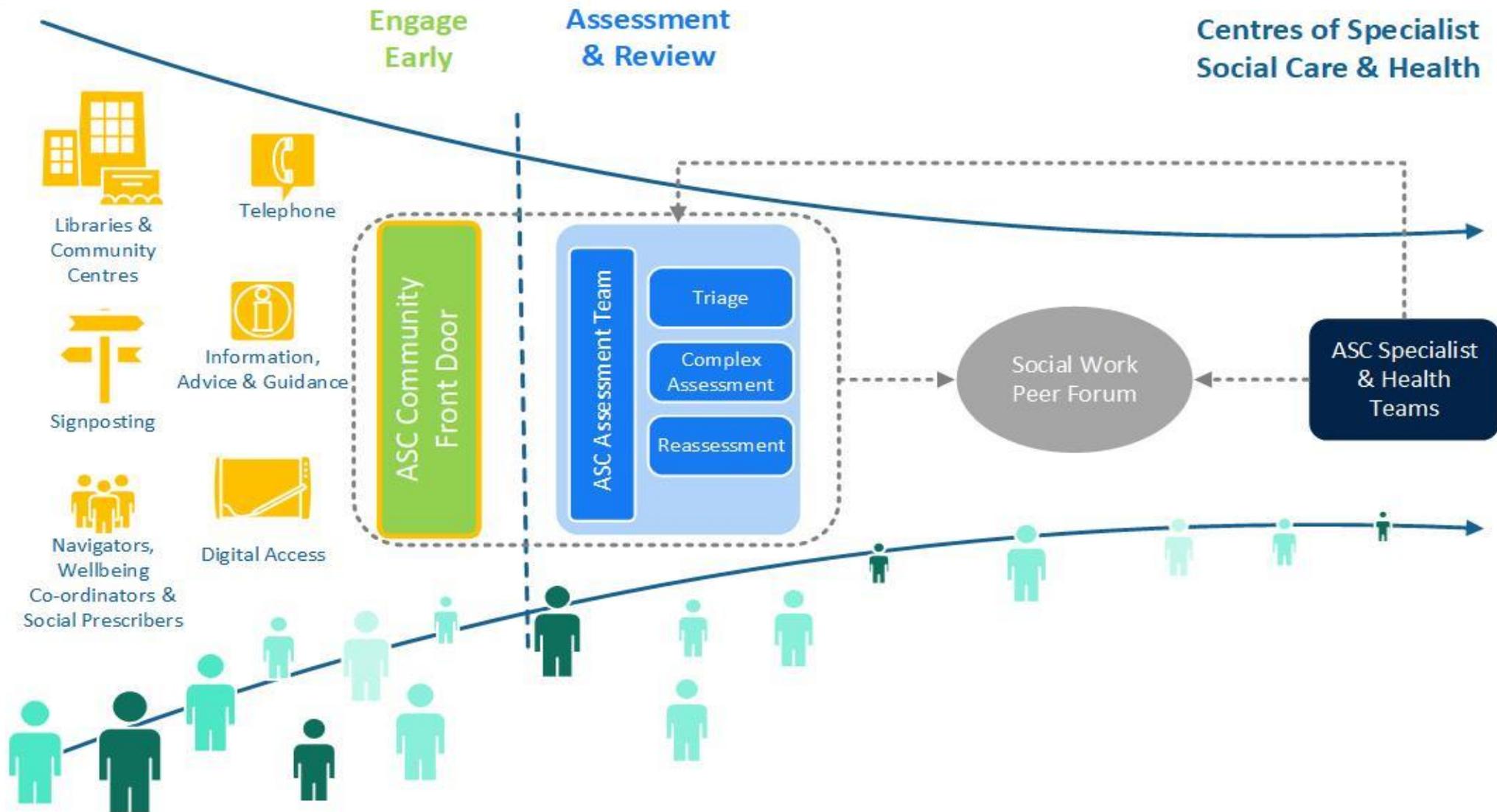
- Engaging early and prevention which builds and supports community empowerment and resilience
- Customer Contact
- Assessment

This must fit into a broader operating model for Torbay ASC and fits under Torbay Council's Thriving People priority.

Adult Social Care Operating Model

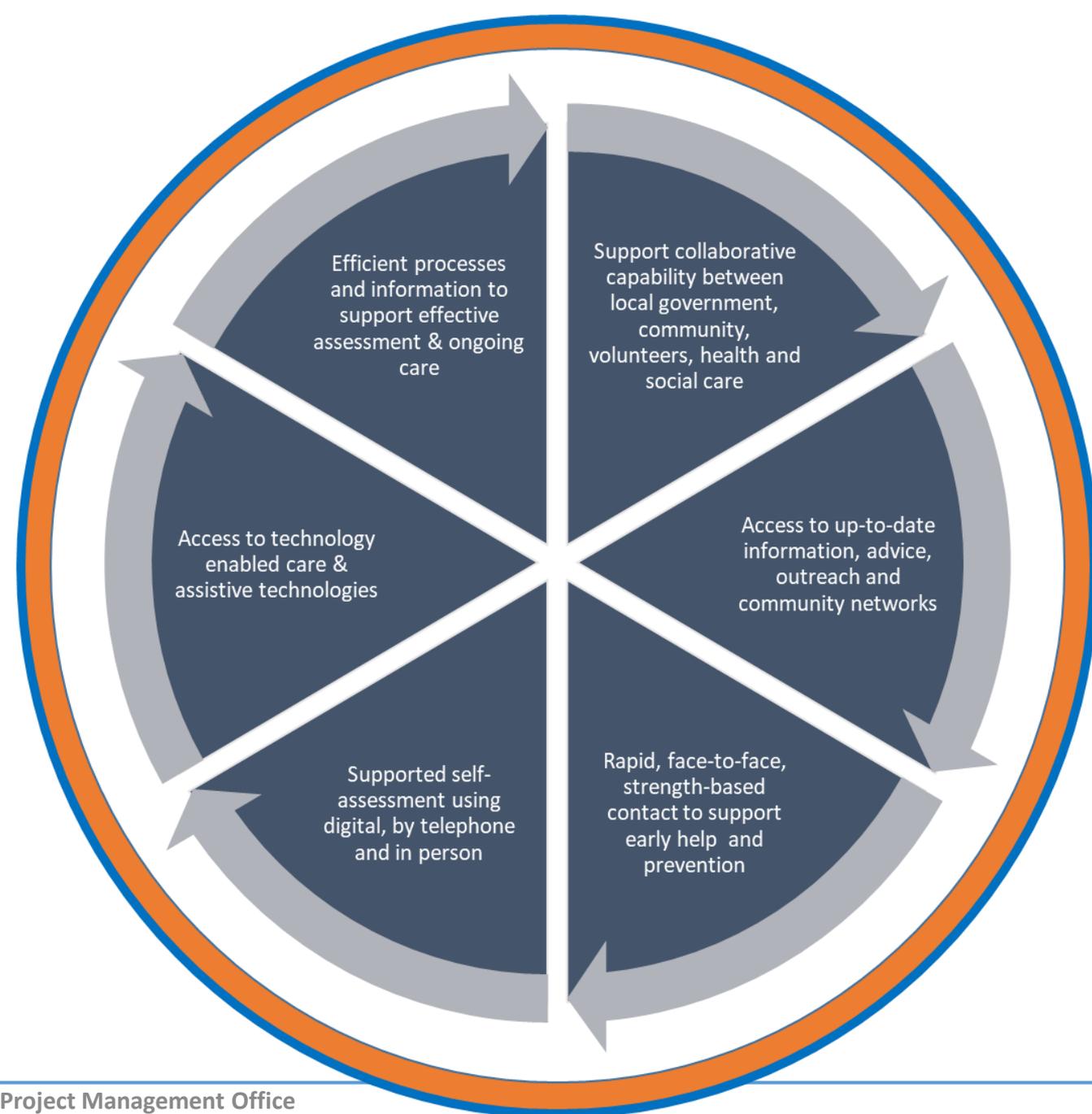


Flow through Adult Social Care



Functions of the Front Door

- High quality engagement with the community and done differently
 - a good conversation about what matters most
 - support residents to access support wherever possible.
- Processes need to be streamlined
 - ensuring that non-complex needs are rapidly supported meaning we can manage our support to residents who have the greatest need effectively.
- Safeguarding and residents in crisis must be supported quickly
 - Integrated approach through clear systems



The customer journey

The **flow of referrals and information** from the Front Door to the Assessment Team will be vital

The model is based on ensuring people get statutory sector support if they need it will be fundamental – and quickly if necessary.

