

WIRRAL COUNCIL

CABINET: 20th SEPTEMBER 2007

REPORT OF THE DIRECTOR OF ADULT SOCIAL SERVICES

REDESIGNING REFERRAL, ASSESSMENT AND CARE MANAGEMENT

Executive Summary

This report provides details of the major change being implemented within the Department of Adult Social Services Referral, Assessment and Care Management Division. The new organisational arrangements and improvements are based on work undertaken with the Department of Health Care Services Efficiency Delivery Team (CSED) and are supported by interim management arrangements. This work, underpinning the changes, was undertaken on a North West regional basis between October 2006 to end of March 2007.

The Referral, Assessment and Care Management Division has responsibility for assessment and care management for all service areas (older people, physical and sensory disability, adults with learning disability, mental health and general adults) and the improvements being implemented bring greater consistency and improved outcomes for people. This involves a key decision as identified in the Forward Plan dated 1st June 2007.

1 Background

Overview

- 1.1 The Referral, Assessment and Care Management division (RACM) was effectively formed in May 2007. The need to review assessment and care management practice, and our organisational arrangements were reported to members and officers at a specially arranged seminar on 13TH March 2007.
- 1.2 The changes being implemented, within the division, are being supported by a change management process and project management process across the entire Department. The approach to both change and project management follows the agreed corporate framework and procedure.
- 1.3 A number of the changes are impacting on our work process with other agencies, in particular Health services, and the Deputy Director of Strategic Partnerships from Wirral PCT is now a full member of the Divisional Leadership Team. Arrangements are in place to work closely with Health colleagues, recognising that a number of our processes and procedures have to change. Wherever possible we will do this together. The developing agenda of integrated services will be subject to separate reports to Cabinet.

- 1.4 In order to deliver the changes required, the division has established some interim management arrangements. These are set out in Appendix 1 and are planned to continue until 31st March 2008.

2 Background to Redesigning Referral, Assessment and Care Management

- 2.1 The Business Case for this project is to fundamentally redesign Referral, Assessment and Care Management includes benefits for the people of Wirral and the Council.
- 2.2 The major changes now being implemented focus on contact with DASS and access to assessment and /or services. Providing more choice, more control and faster assessment times benefits the person and also the Council.
- 2.3 New systems will improve efficiency, provide options for self assessment and improve the timeliness of our responses, including arrangements for 24hours of the day 7days a week access to services.
- 2.4 Feedback from customers and staff is that access to services is not always clear and can be difficult. With an ageing population nationally and locally and, in particular, more people aged 85+, the pressure on resources and the adult social care system is set to increase.
- 2.5 The project is delivering an improved referral, assessment and care management process for adult social services. The project will ensure that access is streamlined and makes optimal use of skill mix. Whilst placing people at the centre of their care, we will be enabling people to access the support they need in order to be as independent as possible.
- 2.6 The detailed process, with all supporting papers, is available as appended papers.

3 Progress update

- 3.1 This project is delivering a single point of access for adult social care, with a model that will integrate with the Corporate Call Centre and Health system. The new Access team commenced the direct service on 3rd September as planned; it is currently based in Cheshire Lines.
- 3.2 The programme for redesign includes 19 projects; PID's and project plans have been developed for each one in accordance with corporate project management methodology.
- 3.3 Overall, all projects are on target to be delivered including the requirement to deliver efficiency savings in 2008/ 2009 of £250, 000. All project risks have been identified using corporate guidance and only 1 risk has been escalated to the programme board around performance information.

4 Financial Implications

The division is responsible for all community care commissioning and thus a budget of more than £62.99 million. These changes provide greater control of the arrangements to respond to needs consistently and in line with the eligibility criteria Fair Access to Care (FACS). The project itself will deliver £250,000 cashable efficiencies from 2008/09 and may offer potential for additional efficiencies to be considered in the current and future years.

5 Staffing Implications

There have already been a number of moves of staff as the new teams are established. These arrangements are being managed on an ongoing basis.

6 Equal Opportunities Implications

No specific matters

7 Community Safety Implications

No specific matters

8 Local Agenda 21 Implications

No specific matters

9 Planning Implications

No Specific matters

10 Anti Poverty Implications

The new Access team will ensure people access their entitlement to welfare benefits.

11 Social Inclusion Implications

No specific issues

12 Local Member Support Implications

The current changes apply to all wards; however the next stage of development is to look at integrated working in Wallasey. This will be subject to a further report.

13 Background Papers

Efficiency plan

14 Recommendations

That

(1) the report be noted and the changes being implemented which will improve customer access be welcomed;

(2) interim arrangements for Referral, Assessment and Care Management division be approved; and

(3) a further report be brought to Cabinet with recommendations for a final structure for the services.

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