

**OPTION: ASSESSMENT AND CARE MANAGEMENT**

**BUDGET SAVING: £500,000**

### **DESCRIPTION OF OPTION**

The Council is reviewing its assessment and care management process working closely with the NHS to improve the experience of care service users and make quicker the process from referral to support plan.

***The proposal is that through making the process more efficient, it would be possible to respond to financial pressures by reducing the number of assessment and care management staff although it is accepted that this would potentially negate improvements made through redesign.***

### **RATIONALE FOR SAVINGS**

There is work underway to streamline the assessment and care management process. There is also a programme of work to develop greater integration with the NHS. This proposal is that through these changes the Council should seek to achieve savings by reducing the number of assessment and care management staff by 15 posts and contribute £500k to the overall efficiency target.

Work is taking place this year to improve the customer experience and to stream line the assessment and care management processes. This is aimed at ensuring that the process from referral through to support plan is speeded up and simplified. It is anticipated that the leaner arrangements will be in place by March 2013.

### **IMPACT**

This may have an impact on performance and offset the benefits to the customer through the work being undertaken to develop a leaner process. There is a risk of increasing the Council's reimbursement liability as delayed discharges from hospital may increase.

### **MITIGATION**

This change is alongside work to develop greater integration of services with the NHS and it is likely that through the development of joint care management there will be some management savings and this will contribute to the corporate management savings target.

The integration programme is being supported by the Kings Fund and is focused on delivering streamlined responsive services, better outcomes for people and more efficient use of resources.