

ADULT SOCIAL CARE AND PUBLIC HEALTH committee**Monday 6 March 2023**

Report Title:	REABLEMENT SERVICE DESIGN MODEL – PROGRESS UPDATE
Report of:	DIRECTOR OF CARE AND HEALTH

REPORT SUMMARY

The purpose of this report is to provide Committee with a progress update on the engagement and planned design of an in-house Reablement Service Model, working collaboratively with Wirral Community Health and Care (WCHC) NHS Foundation Trust, in line with the Adult Social Care and Public Health Committee on 11 October 2022 resolution relating to this matter.

The review will focus on gaining a greater understanding of how individuals are supported through the reablement system generating greater understanding of the evidence relating to what works best and meets peoples' expectations.

This report describes the in-house Reablement Service Design Model in three phases: -

- **Scoping Phase** - This provides an overview of the scope of work and guiding principles to frame the model.
- **Engagement and Planning Phase** – This provides an overview of the key stakeholders identified, engaged with, and planned, all providing valuable insight to enable greater alignment of services to improve outcomes for people accessing or in need for reablement.
- **Service Modelling Phase** – This will provide the in-house Reablement Service Design Model, based on robust data analysis, financial modelling, assumptions, risks, constraints, and interdependencies that adds value to a person's experience.

This progress report is not key decision at this stage. It affects all wards.

RECOMMENDATION/S

The Adult Social Care and Public Health Committee is recommended to:

- (1) Note the progress to date of the in-house Reablement Service Design Model.
- (2) Receive a final report by June 2023 describing the in-house Reablement Service Design Model based on robust data analysis, financial modelling, assumptions, risks, and interdependencies that adds value to a person's experience.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The in-house Reablement Service Design Model (the model) supports the delivery of the Wirral Plan 2021-2026 'Active and Healthy Lives' theme: "Working for happy, active and healthy lives where people are supported, protected and inspired to live independently." And the 'Brighter Futures' theme: "Brighter Futures for all, regardless of their background"
- 1.2 The model will enable greater alignment and joining up of services to improve outcomes for people accessing or in need for reablement to live well in their communities, and to aspire to more active, fulfilling, and independent lives as possible.
- 1.3 The model will focus on providing high quality reablement services that would enable greater opportunity to direct resources to those who would benefit the most.
- 1.4 The approach to supporting people who require reablement services in Wirral will benefit from learning from other areas. This is to ensure that best practice in personalised care and support is offered to people to meet their goals and aspirations, and to achieve better outcomes.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 Not to design an in-house Reablement Service Model in collaboration with key stakeholders would not deliver the best outcome for the residents of Wirral.
- 2.2 Not to design an in-house Reablement Service Model based on 'home first principle' may hinder a delay in services provided thus effecting a delay an individual's levels independency and recovery rate.

3.0 BACKGROUND INFORMATION

- 3.1 The Council has a statutory duty under the Care Act 2014 to ensure a responsive and sufficient care market to meet the needs of its population. The Care Act also requires Councils to promote wellbeing and independence.
- 3.2 In 2018, Wirral Health and Care Commissioning (WHCC) and the Healthy Wirral Partnership were established. This presented the opportunity for a jointly commissioned, ambitious, fully inclusive service call the 'Care and Support at Home Service' delivering:
 - Reablement
 - Domiciliary Care
 - Complex Care (Domiciliary)
 - CHC non-complex (not requiring nursing from registered provider)
 - End of Life Care
 - Trusted Assessments / Provider led reviews

- 3.3 A review of the existing Care and Support at Home contract is due in 2024, one year prior to the end of the first 5-year contract period, and officers will be able to respecify for the community care market providers, trusted assessments and reablement requirements. This will ensure that the community care market offer is aligned to the in-house Reablement Model should members approve the model.
- 3.4 In-house Reablement Service Design Model has made steady progress. Points 3.5 to 3.11 below describes the high-level summary of the progress to date and planned milestones ahead.
- 3.5 In December 2022, an initial project team was established who ensures the project remains on track, and key risks and issues can be identified and addressed. The membership of this group is expected to grow.
- 3.6 During this **scoping phase**, a set of guiding principles were drafted to shape the in-house Reablement Service Model. These included: -
- ✓ Placing people at the heart of the service design model
 - ✓ Embracing collaboration and coproduction with key stakeholders
 - ✓ Maintaining and enhancing integrated services, benefits and positive outcomes for people who access the service
 - ✓ Utilising data, insight, and intelligence, as well as best practice examples for robust modelling
 - ✓ Enabling strength-based practices to improve personalised care and support
 - ✓ Transparent scrutiny and challenge of the proposed model arrangements
- 3.7 In January 2023, the **engagement and planning phase** commenced. Meetings have been confirmed to gather best practice models and learnings from a across the country. This includes Wirral Community Health and Care NHS Foundation Trust (WCHC) 'Home First' pilot, which based its principles on Barnsley's Model (South Yorkshire), Manchester City (North West) and Middlesborough (South Teesside). The intelligence and learnings captured from these identified best practice models will be fed into the designing and shaping of an in-house Reablement Service Design Model for Wirral.
- 3.8 In February 2023, an initial visioning workshop was facilitated by the Assistant Director of All Age Independence and Providers Services, with support from the Councils Strategic Change Team. The workshop involved experienced and skilled individuals from across Multi-Disciplinary Teams within Wirral Community Health and Care (WCHC) NHS Foundation Trust and Wirral Council. The purpose of the workshop was to work in collaboration to develop a shared vision for in-house Reablement Services across Wirral.
- 3.9 From March – May 2023, engagement with people with lived experience will take place and together using the combined feedback from the series of engagement sessions this will: -
- Set out the guiding principles and vision of an integrated in-house Reablement Service Model.

- Map out the customer journey and identify, the gaps, opportunities, risks, or constraints.
- Determine what successful outcomes look like for a people accessing services.

3.10 In May 2023, the **Service Modelling Phase** will commence and will focus on using the data, intelligence and feedback gathered from the engagement phase to inform and shape an in-house Reablement Service Model. This will be underpinned by robust financial modelling and identified assumptions, risks, constraints, and interdependencies that adds value to a person's experience.

3.11 In June 2023, a report detailing the recommended in-house Reablement Service Design Model will be presented for consideration by the Adults Social Care and Public Health Committee.

4.0 **FINANCIAL IMPLICATIONS**

4.1 There is no direct financial implications to this report at this stage, however, service design and financial modelling would be required prior to the consideration of any new service. The financial modelling would be included as part of a future committee report with detail of the proposed service arrangements inclusive of costs and contractual considerations.

5.0 **LEGAL IMPLICATIONS**

5.1 The Council is required under the Care Act 2014, to meet both its duties for care and support, for eligibility and assessment and to sustain a sufficient and responsive community care market.

5.2 The Council has a duty under the Health and Safety at Work Act 1974, to ensure the health and safety of its employees and any people who use the Council services.

5.3 The current commission of the Care and Support at Home Service has been undertaken in accordance with The Public Contract Regulations 2015 and the Council's Contract Procedure Rules.

5.4 The Council will be required to meet any regulatory requirements under Care Quality Commission (CQC) for the establishment of any new directly delivered regulated service options.

6.0 **RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS**

6.1 Internal existing officer resources has been required to provide leadership, subject expertise, and programme management of the service design.

6.2 The Council may need to refresh the current IT equipment and systems for an in-house Reablement Service Model.

6.3 The Council will need to consider resources to enable it to manage its duties under the Health and Safety at Work Act 1974 and subordinate regulations.

6.4 The Council will have to consider as part of any staff hybrid working arrangements, desk-based calculations for future accommodation.

7.0 RELEVANT RISKS

- 7.1 There is no risk presented by the plan to design an in-house Reablement Service Design Model for people who need care and support from this service.
- 7.2 There is a risk that the in-house Reablement Service Design Model recommended for Wirral is not affordable in the current financial climate.
- 7.3 There is a risk that the in-house Reablement Service Design Model recommended requires longer to implement due to the complexity and cultural design.

8.0 ENGAGEMENT/CONSULTATION

- 8.1 Stakeholders and experts by experience will be involved to inform the design of the in-house Reablement Service Design Model.
- 8.2 The initial findings for the in-house Reablement Service Design Model will be consulted with committee Spokes from the Adults Social Care and Public Health in the form of an internal workshop.

9.0 EQUALITY IMPLICATIONS

- 9.1 An Equality Impact Assessment (EIA) will be developed alongside the design of an in-house Reablement Service Design Model.
- 9.2 Consideration will be given to the need for an EIA for any individual areas of work within the review where this is identified.
- 9.3 The PDF file may not be suitable to view for people with disabilities, users of Assistive Technology or mobile phone devices. Please contact the report author if you would like this document in an accessible format.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

- 10.1 Consideration will be given to environmental and climate implications in the design of in-house Reablement Service Design Model

11.0 COMMUNITY WEALTH IMPLICATIONS

- 11.1 Reablement Service provides opportunities for local employment in the care sector.
- 11.2 Reablement services supports vulnerable people in the community through enabling independence for individuals to live fulfilling lives to the best of their abilities.

REPORT AUTHOR: **Jean Stephens**
Assistant Director of All Age Independence & Provider Services
telephone: 0151 637 2030
email: jeanstephens@wirral.gov.uk

APPENDICES

N/A

BACKGROUND PAPERS

<https://www.scie.org.uk/reablement/what-is/principles-of-reablement>
<https://www.nhs.uk/conditions/social-care-and-support-guide/care-after-a-hospital-stay/care-after-illness-or-hospital-discharge-reablement/>

TERMS OF REFERENCE

This report is being considered at the Adult Social Care and Public Health Committee in accordance with Section 2.2(a) adult social care matters (e.g., people aged 18 or over with eligible social care needs and their carers).

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Adult Social Care and Public Health Committee	11 October 2022
Adult Social Care and Public Health Committee	7 June 2022