are4CE Options Project

verview and Scrutiny
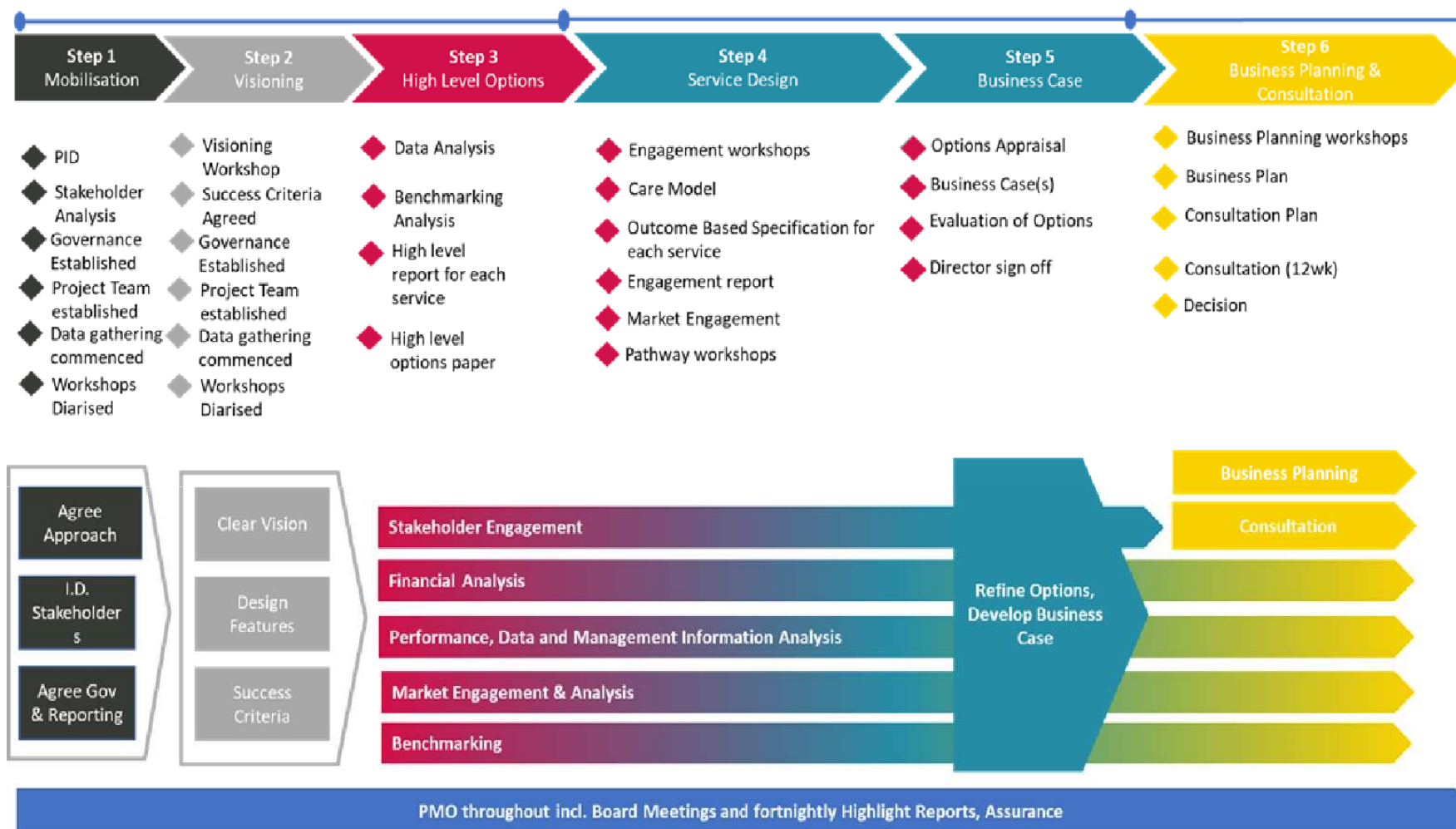## *riefing on Project*

ᵗʰ July 2018

heshire East Council

Purpose Of Todays Update

- Brief overview of Care4CE and the journey so far

- To provide an overview on work taking place across Care4CE exploring what options exist for service development and how it responds to the changing needs and demands

- This is for information only at this stage – to inform of the findings

- This is part of a wider conversation with stakeholders

- Will be requesting the authorisation of cabinet to go to formal consultation in late 2018, bringing responses back to Overview and Scrutiny early 2019 with detailed proposals and outcomes from all engagement

vidence Based Finding of the Review

	Do Nothing	Market Provision e.g. outsource	In-House Redesign	Integrate with partner providers	Transition to Community	ASDV
Community Reablement	Not viable	Potentially Viable	Viable	Potentially Viable	Not viable	Viable
Mobile Nights	Not viable	Potentially Viable	Viable	Potentially Viable	Not viable	Viable
Dementia Reablement	Not viable	Not viable	Viable	Potentially Viable	Not viable	Viable
Mental Health Reablement	Not viable	Not viable	Viable	Potentially Viable	Not viable	Viable
Shared Lives	Not viable	Potentially Viable	Viable	Not viable	Not viable	Viable
Supported Living	Not viable	Viable	Potentially Viable	Not viable	Not viable	Viable
Day Opportunities	Not viable	Viable	Potentially Viable	Not viable	Not viable	Viable
Occupational opportunities	Not viable	Viable	Potentially Viable	Not viable	Not viable	Viable
Short Breaks	Not viable	Viable	Not viable	Not viable	Not viable	Viable
Supported Employment	Not viable	Not viable	Viable	Not viable	Not viable	Not viable

Step 1 Mobilisation	Step 2 Visioning	Step 3 High Level Options	Step 4 Service Design	Step 5 Business Case	Step 6 Business Planning & Consultation
◆ PID ◆ Stakeholder Analysis ◆ Governance Established ◆ Project Team established ◆ Data gathering commenced ◆ Workshops Diarised	◆ Visioning Workshop ◆ Success Criteria Agreed ◆ Governance Established ◆ Project Team established ◆ Data gathering commenced ◆ Workshops Diarised	◆ Data Analysis ◆ Benchmarking Analysis ◆ High level report for each service ◆ High level options paper	◆ Engagement workshops ◆ Care Model ◆ Outcome Based Specification for each service ◆ Engagement report ◆ Market Engagement ◆ Pathway workshops	◆ Options Appraisal ◆ Business Case(s) ◆ Evaluation of Options ◆ Director sign off	◆ Business Planning workshops ◆ Business Plan ◆ Consultation Plan ◆ Consultation (12wk) ◆ Decision

Agree Approach
I.D. Stakeholders
Agree Gov & Reporting

Clear Vision
Design Features
Success Criteria

Stakeholder Engagement
Financial Analysis
Performance, Data and Management Information Analysis
Market Engagement & Analysis
Benchmarking

Refine Options, Develop Business Case

Business Planning
Consultation

PMO throughout incl. Board Meetings and fortnightly Highlight Reports, Assurance

What detailed analysis has taken place

Alongside engagement activity, analysis has taken place to consider the following:

- What would a new operating model for Care4CE look like?
- What are the potential service efficiencies? – e.g. looking at sickness, rota improvement
- What are the potential Income opportunities? – e.g. how big is the Direct Payments (DP) market
- Where can Care4CE support Cost Avoidance? – e.g. a reablement ethos reducing care spend
- What resources does Care4CE need for a new model?
- What assets does Care4CE have an need? - e.g. ICT
- What support services does Care4CE need? How does the service pay for this?
- What are the property requirements of Care4CE?
- What Contracts does Care4CE hold or buy into, what do different models mean for this?
- What are the investment requirements for different options?
- What is the appetite for different legal models?
- Costing out the options to test value for money.

aff Drop-In Sessions

- 28 x 1 hour staff drop in sessions were delivered throughout December. Nearly all sessions over-ran due to healthy and lively discussions.
- Everyone was invited to come to any of the sessions that we ran at the Acorn Centre, Stanley Centre, Redesmere, Mountview, Salinae and Mayfield Centre.
- 150 Staff took part in the staff drop in sessions – exceeding expectations!
- 40 Staff registered to be part of a staff working group which involved being champions, collecting ideas from peers, sharing information, attending future workshops, supporting service user interviews.
- Drop-ins were very positively received. Some staff were initially apprehensive about the sessions but were then pleased to have the opportunity to engage and be part of the review at such an early stage rather than feel 'done to'.
- Some great ideas were offered directly from staff about how things could be done differently.
- Comments were received from staff about how this review felt very different to previous experiences because the were able to be involved.
- All Care4CE staff were invited to attend an event on Tuesday 06 February. This event explored challenges and solutions, opportunities and ideas, and delivery models through a range of interactive and engagement workshop exercises. All feedback informed Business Case and Plan.
- 90 staff from across the service attended, exceeding the target of 70 attendees.

taff Engagement vent – 6th Feb

aff Survey

taff Survey was developed and issued
those staff who could not attend the
Feb workshops or preferred to
age in a different way.

staff completed the survey on paper
staff completed the survey online
al response of 221
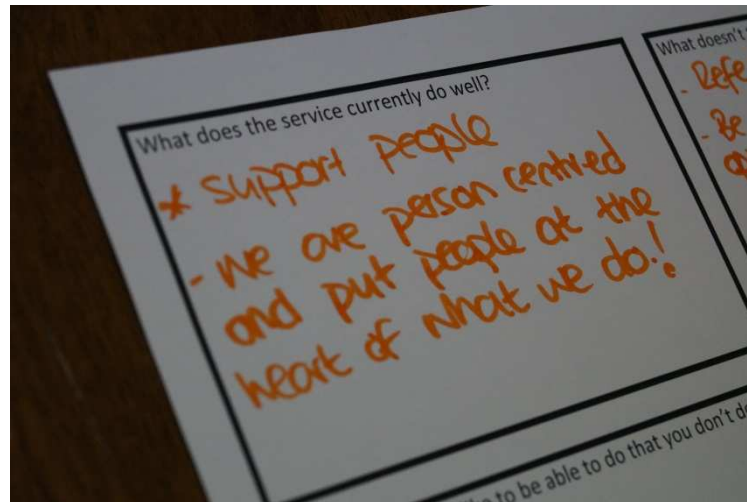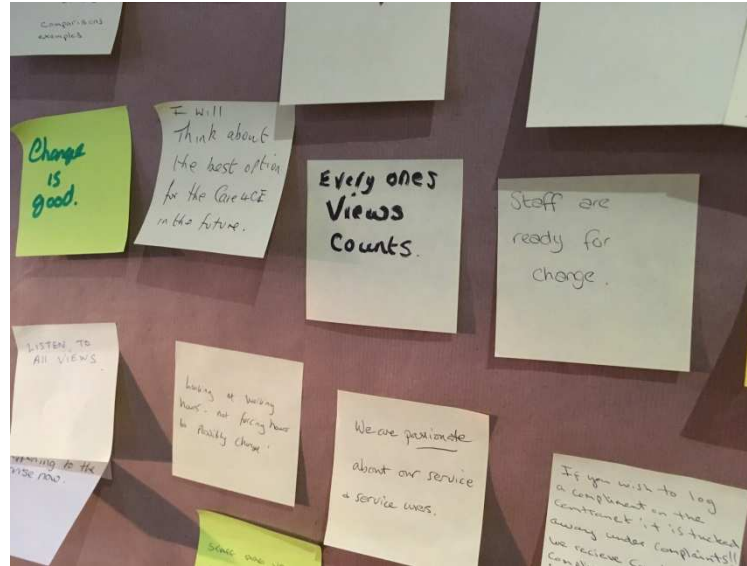
ustomer Survey

ustomer Survey went live on **Monday 29 January and closed on Friday 23 February.**

ff were sent a link to provide to customers wanted to complete the survey online and also provided with printed co
customers who preferred to complete it offline.

ther to feedback from staff, two versions of the survey were developed, a 'long version' and a 'short version', giving
tomers a choice in terms of how much time they wanted to take to participate.

customers completed the customer/carer survey – this exceed the target of **100** participants.

ustomer Interviews

ngside the surveys, Staff were invited to identify customers or carers who would like to be more involved in the
ew. They were then given the opportunity to take part in one of the many interviews taking place.

e4CE seniors carried out the interviews but customers were supported by their carers/family.

rviews took approx. 30 mins.

vebinar' training pack was developed and shared for staff to learn how to conduct the interviews - this was also mac
ilable as a paper copy

customers took part in the customer interviews – this met the target of **100-150** participants

ustomer Workshops / Drop-In's

ler people, customers with learning difficulties, customers with mental health conditions, and carers wer
ited to take part in interactive workshops and/or drop-in sessions.

customer workshops have taken place across the borough
      2 x workshops with adults with learning disabilities
      2 x workshops for older people
      1 x workshop for adults with mental health conditions

customers took part in workshops.

mmunications

mmunications have been issued throughout including:

entranet pages for Care4CE for the 'future of Care4CE' have all been refreshed and continue to be updated with the atest documents and new pages.

he staff survey was chosen to feature on the Hot Topics section of the Centranet.

Monthly newsletters distributed to all staff : Managers Briefing / All-Staff Newsletter (spot checks and read reports ndicated that all documents were received and disseminated (the channel is via the resource managers))

irst Customer Bulletin circulated to resource managers for distribution to their service users – mixed method to istribute included hand delivery and postal channels.

rticles have been featured in the Connected Communities monthly newsletter and have featured three times in Tea oice, with Mark Palethorpe choosing Care4CE as his lead story this month.

manager's tool kit was produced and received by all managers. This included: key messages, narrative, PowerPoint resentations, a review overview, and training materials to assist with engaging and supporting staff.

he FAQs from each of the December drop in session will soon be added to the tool-kit and posted on Centranet for taff to access.