

asc

News and information for partners and providers about **Adult Social Care Transformation**

Welcome to the latest issue of ASC. It's been sometime since we published the first ASC but it will now be published regularly to keep you up to date with progress on the transformation programme and news of events and milestones.

In this issue you will find information about advances we have made on our Resource Allocation System, our progress with stakeholder engagement our success piloting new schemes.

Ihope that you find ASC useful. If there are any areas of adult social care transformation that you would like covering in future issues or if you have ideas for stories please let us know (contact details are on page 4)

David Mason ADULT SOCIAL CARE TRANSFORMATION PROGRAMME DIRECTOR



Leicester chosen as trailblazer for Right to Control

Leicester is to trial a new project that will give disabled people more choice and control over the care they receive.

One of only eight authorities in the country chosen as a trailblazer for

Right to Control (RTC), we will work with other agencies and partners to introduce more personalised services.

This will include bringing together funding streams from more than

one agency:-

- Disabled Facilities Grants
- Access to Work
- Independent Living Fund
- Supporting People
- Work Choice

There will also be extra support and advice available to help people to choose services and decide how to spend their funding.

The project will last two years and will help to identify and overcome the barriers for extending adult social care transformation across a broader range of public services.

<http://www.officefordisability.gov.uk/working/right-to-control.php> ●

*Left to right the people are: **Dee Martin**, chief executive Leicestershire Centre for Integrated Living; **Jonathan Shaw**, minister for disability; **Tracie Rees**, director of personalisation and business support, Leicester City Council; **David Simms**, regional performance manager, Job Centre Plus; **Sheila Lock**, chief executive, Leicester City Council; **Tanya Sheehan**, project manager, Leicester City Council; **Yasmin Surti**, planning and service development officer, Leicester City Council; **Jonathan Hill**, social care change programme manager, Leicester City Council.*



working with
one
leicester


Leicester
City Council

Understanding transformation

We know there is still some confusion around about what Individual Budgets, Personal Budgets and Direct Payments are. To help people we have produced a series of Fact Sheets about adult social care transformation. You can download the Fact Sheets at

www.leicester.gov.uk/asct

The council's workforce development unit is also running free training that can help increase your understanding of how Individual Budgets and Direct Payments fit into the transformation agenda. At the training you will also hear personal accounts of self directed support and how problems can be overcome.

For more information regarding training contact the workforce development unit on **0116 221 1700.** ●



Communication milestones

In order to meet a national target, we had to tell stakeholders in the city, including customers and carers, about the changes being made to adult social care before 1st April 2010.

To help meet the target a leaflet about transformation has been produced. This was sent out to around 11,000 customers and carers in March. This mammoth task was supported by various staff, but we'd particularly like to thank the staff in learning disabilities and their customers who offered to take on the job of posting out the leaflets and letters.

In addition to the mailing we also had an article about transformation in LINK, the council's newsletter, that is distributed to all households in the city.

You can download a copy of the leaflet at www.leicester.gov.uk/asct and read the March LINK article by visiting www.leicester.gov.uk/link ●



Leading the way

User Led Organisations (ULOs) are local groups that are run and controlled by disabled people. Services provided by ULOs vary but can include:

- Information and advice
- Advocacy and peer support
- Support in using Personal Budgets and/or Direct Payments
- Support in recruiting and employing personal assistants

- Assistance with self-assessment
- Disability equality training

ULOs can help to shape the changes that are taking place in social care by letting us know about customers' experiences of both existing and piloted services, as well as telling us what they really want from social care.

Leicester City Council is working with the Leicestershire Centre for Integrated Living (LCIL), a recognised

ULO, to encourage people to participate in the transformation of services.

Further information about LCIL is available from their website www.lcil.org.uk. For more general information about the council's ULO work contact Alec Stevens by email at alec.stevens@leicester.gov.uk or telephone **0116 252 8882.** ●

Provider events

Over time, the nature of social care markets and current contractual arrangements will change to reflect new choices and decisions made by people who need services. A key priority, therefore, is to ensure that social care providers are able to respond to a more personalised approach to service provision.

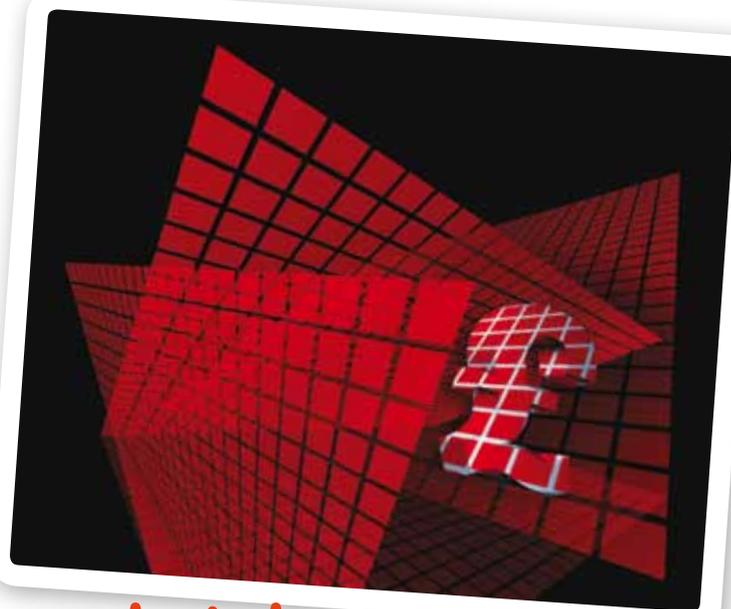
Personalisation of social care means moving away from traditional provision where people are fitted into a limited set of available services. Instead, it involves considering a person as an individual with aspirations as well as needs. Following events held last summer, the city and county councils hosted four joint provider events during January and February. The events enabled the city to update providers on where we are with our transformation programme.

Over 160 people from the independent, voluntary and council in-house provider sectors attended the events. The programme comprised a mix of presentations and table top exercises which were designed to facilitate an exchange of views on what Personalisation means for



different providers.

A copy of the report from the provider events is currently being written and will be available on the council's website in the next few weeks. If, in the meantime, you have your own views or preferences about how engagement with providers should happen, please contact Alec Stevens on **0116 252 8882** or email alec.stevens@leicester.gov.uk ●



E-marketplace

The Regional Improvement and Efficiency Partnership has approved a bid by Leicester, Leicestershire and Rutland to purchase an electronic system for identifying and buying services for people to meet their support plans.

The three councils are working together to reduce the costs for providers and encourage a wide take up to maximise the choice of services available for people to spend their Personal Budgets on.

The system will be accessible by both internal and external support brokers, as well as directly by customers. It is hoped that it will be live in October 2010. ●

Moving forward with transformation

A lot of work has taken place over the past few months to develop our Resource Allocation System (RAS). The RAS determines how much money (Personal Budget) a person will receive to purchase support. We have also revised our assessment form so that we can collate the correct information for the RAS.

During April we are beginning to test the RAS. Alongside this we are trialling a new brokerage service: a team of people who will help customers to decide how they want to spend their Personal Budget, in order to meet their needs and outcomes. ●

Getting back independence

Re-ablement is the active process of helping a person to regain skills, confidence and independence.

Leicester's re-ablement service, which is run in partnership with NHS Leicester City, is helping people to achieve improved outcomes, preventing deterioration in individuals and slowing down incidences of illness/conditions.

Since the service began in September 2009 more than 180 people have been assessed by the service, with 40% of customers now independent without any support services and 30% living successfully with reduced packages of care. A quality of life questionnaire has also confirmed a 32% increase in people's perception of their quality of life post re-ablement.

The re-ablement service is currently offered to people needing a social care assessment who have been admitted to the Leicester General Hospital. We plan to widen the service first to patients at the Glenfield Hospital and then the Leicester Royal Infirmary ●

CASE STUDY

Mrs S had a series of falls and was discharged from hospital with two calls a day of an hour each. She was assessed by the occupational therapist who recommended equipment and minor adaptations. The Handy Person's Service installed the adaptations. The assistive technology worker was also involved and equipment was chosen and fitted. This included a motion sensor lamp, remote controlled plug sockets, a smoke alarm and a bed occupancy sensor.

Following re-ablement, Mrs S's care package was reduced to two calls a day, 30 minutes each. This has subsequently reduced further to only one morning call.

Re-ablement has improved Mrs S's quality of life: she is now making her own food and washes her hair independently.



Your next newsletter
The next issue of ASC will be distributed during May. If you have any ideas for articles, they should be sent to Hannah Georg.

Email:
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Telephone: 0116 252 6976

CONTACT US
Let us know what you think about ASC. You can email your thoughts and ideas to asct@leicester.gov.uk



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