

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Children's & Adults Health & Wellbeing Policy Development & Scrutiny Panel	
MEETING/ DECISION DATE:	8 th April 2022	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Adult Social Care Transformation	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Attachment 1: Adult Social Care Transformation Update Report		

1 THE ISSUE

1.1 This reports intention is to update Children's and Adults Health and Wellbeing, Policy Development Scrutiny Panel on the progress to date on transformation of Adult Social Care.

1.2 At the request of Panel this update report will provide an overview of the 7 transformational projects within Adult Social Care since commencement in July 2021.

1.3 Adult Social Care has changed since the pandemic began in 2020. In June 2021 Adult Social Care knew it had to adopt and change to the profile of need and demand as it was unknow what the possible pent-up demand expected in 2022/23 - 2024/25.

1.4 Adult Social Care has been required to find more effective ways to keep people in their own homes or communities for as long as possible, to avoid hospital admissions, delay or reduce their escalation of need and find innovative ways to meet what people required from Adult Social Care.

2 RECOMMENDATION

Panel is asked to;

- 2.1 Note the content of the report and identify any areas of focus for the next update report due to Panel.
- 2.2 Agree the reporting frequency into Panel for oversight of the progress made with Adult Social Care Transformation.
- 2.3 Provide feedback on the proposed future transformation priorities and consideration for their implementation.

3 THE REPORT

3.1 The report contains a detailed overview of the following Adult Social Care transformation projects which commenced during 2021/22:

- **Community Resilience; Social Care Front Door and Social Care Processes and Interventions:** to strengthen the offer provided to the people of B&NES by Adult Social Care. The three projects are being undertaken jointly with HCRG Care Group. The prime focus of the work is to ensure that people contacting social care have an easier, clearer way of accessing information, advice and support as required.
- **Reablement:** to deliver improved flow across the B&NES system, given the ongoing pressure within health and social care, with a specific focus on redesign of the reablement pathway. As a result of this work, the public who use the service should experience a timely discharge from hospital and will receive Reablement Service intervention if they would benefit from that service. As an added benefit, the work will also help to deliver improved system flow so patients are discharged safely from hospital and offered reablement.
- **Community Services Framework – Mental Health:** NHS England approved the B&NES, Swindon, and Wiltshire (BSW) submission to expand and transform local integrated models of primary and community mental health services for adults (16 years+) and older adults with severe mental health problems in March 2021. The model builds upon the BSW Thrive Strategy and the Community Services Framework Infrastructure Providers for the B&NES locality are AWP, Oxford Health, and Bath Mind. CSF 3rd sector providers for the Swindon locality are Swindon & Gloucestershire Mind, and for Wiltshire they are Alabare and Rethink.
- **Transitions:** the service will engage earlier with children and young people who are receiving help from Children's Social Care and Education. Some of these children and young people may go on to require care when they become an adult. Engaging earlier by, providing advice and information to families on the criteria for receiving adult services will help set expectations and ensure we can meet their aspirations and outcomes. Most of all we need to ensure that there is no gap in support as young people move between the two services, which means we need to have an all-age focus.

- **Redesign Liquid Logic:** Liquid Logic is the case management and recording backbone of the social care services provision and represents a significant investment for the Council. As with all systems, processes need to be regularly reviewed to ensure that they remain current, effective and efficient. The resign project is reviewing the established system workflow in adult social services to determine if the current usage of the Liquid Logic system product is best utilised and to what extent there is a requirement of some redesign to either the system or user processes.

4 STATUTORY CONSIDERATIONS

4.1 The key white papers released by the Department of Health and Social Care (DHSC) will continue to influence heavily the approach to transformation in B&NES:

- **In December 2021 white paper, people are at the heart of care - Adult Social Care** sets out a 10-year vision for adult social care and provides information on funded proposals that will be required to be implemented over the next 3 year
- **Build Back Better Our Plan for Health and Social Care** - which was updated on the 5th of January 2022, now includes the new Adult Social Care charging reforms
- **In February 2022 the DHSC released Health and Social Care Integration-** joining up care for people, place and population

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 In the section for Financial Savings Target (page 11) the report details the level of financial savings expected. The transformation programme that Adult Social Care services are undertaking is expected to deliver savings through efficiencies of £4m over 3 year period from 2022 to 2025.
- 5.2 The report highlights the impact of the pandemic resulting in increased pressure on funding. Although some of this increase may be temporary, underlying pressures are expected to build as a result of demographic changes, the long-term impact of COVID-19, rising care costs and the impact of Social Care Reforms. Social care as an integral part of our society and economy is facing a challenging financial landscape of the next few years.

6 RISK MANAGEMENT

6.1 In the section Overview of Governance and Monitoring Arrangements (page 3) there is an overview of how risks are identified and managed.

6.2 The Adult Social Care Internal Transformation Group (ITG) provides robust assurance of the progress made on each of the transformation projects against project plan timescales and milestones. The ITG continues to meet monthly and interrogates each of the transformation project highlight reports to ensure all risks are identified and mitigation actions and solutions proposed. The ITG provides an opportunity to identify project interdependencies across the transformation projects and wider interdependencies with council savings targets and business as usual service development and improvement projects.

6.3 In December 2021 the decision was taken to review the Social Care Transformation Board's key activities following a 6 month period. Until December 2021 the Adult Social Care Internal Transformation Group (ITG) had reported into this group. This has resulted in a new governance structure being developed for corporate oversight of business change across the organisation and the future Adult Social Care transformation priorities will report through this new governance structure.

6.4 The decision on whether the contract will be extended with HCRG Care Group, as the prime provider, for the delivery of community health and adult social care in B&NES could have a significant impact on the delivery of transformation in adult social care services in the future.

7 EQUALITIES

7.1 The report outlines the ambition for the future focus of transformation in Adult Social Care to in line with Build Back Better – Our Plan for Social Care, to:

- **Offer choice, control and independence to care users** – so that individuals are empowered to make informed decisions and live happier, healthier and more independent lives for longer;
- **Provide an outstanding quality of care** – where individuals have a seamless experience of an integrated health, care and community system that works together and is delivered by a skilled and valued workforce; and
- **Be fair and accessible to all who need it, when they need it** – ensuring that fees are more transparent, information and advice is user-friendly and easily accessible, and no one is subject to unpredictable and unlimited care costs

CLIMATE CHANGE

7.2 The Council has declared a climate emergency and has resolved to enable carbon neutrality in B&NES by 2030. B&NES Council work in partnership with HCRG Care Group to deliver Community Health and Adult Social Care for B&NES alongside a range of community partners. As part of the ongoing service improvement and development providers and commissioners are putting in place mechanisms to reduce their impact on climate change such as mobile working, increased usage of the integrated care record, multi-disciplinary teams and also multi-agency hubs; the Community Wellbeing Hub (CWH) is a clear example of this for community resilience.

8 OTHER OPTIONS CONSIDERED

8.1 N/A

9 CONSULTATION

- 9.1 There has been no public consultation for this report but there has been consultation with key system partners through established governance and monitoring. This report has been written with information provided from previous Social Care Transformation Board engagement and agreement with community partners as well as the highlight reports generated by the Adult Social Care Internal Transformation Group (ITG).

Contact person	Suzanne Westhead, Director of Adult Social Services
Background papers	N/A
Please contact the report author if you need to access this report in an alternative format	