

Locally Responsive Social Care (Blackpool)

Supporting the 'Health and Social Care System' through
'Integrated Care Partnership' working

Voluntary and Third Sector Support:

- Can make a valuable contribution to supporting the Health and Social Care System
- Evidence of this working well in places across the Country
- Opportunities to build a mature voluntary and third sector offer in Blackpool
- Voluntary sector delivering services offering a 'light touch' to help people get home
- This allows Health and Social Care Services to focus on supporting people with more complex discharge planning needs
- Assessments being completed at HOME through a broader 'Home First' approach

Locally Responsive Social Care (Blackpool) – Doing Something Different:

Support from the voluntary sector (Light Touch Services) has enabled Blackpool to develop new models of assessment and care delivery (In House Services):

- **Neighbourhood Social Workers** – *Supporting holistic responses and MDT decision making*
- **Home's Best** – *Responding to care needs outside of typical provision*
- **Social Workers based in A+E** - *5 days per week moving to 7 days in the future*
- **Experienced Case Assessors deployed across Hospital Wards** - *Support discharge decision making and liaising with Neighbourhood Teams to 'Reach In' and 'Pull Through' patients to the community*
- **A+ E Urgent Care** – *Direct access to care via A+E social worker*

Locally Responsive Social Care (Blackpool) – Doing Something Different:

Support from the voluntary sector (Light Touch Services) has enabled Blackpool to develop new models of assessment and care delivery (In House Services):

- **Market Resilience provision** – *Better manage risks of no care available in the market*
- **Patient Flow Position Statement** – *Residential Intermediate Care Service*
- **Enhanced Assistive Technology offer** – *Same day installation of telecare to support discharges*
- **Increased ‘Crisis Care Hours’ (Rapid Response)** – *Divert people from A+E and Hospital Admission avoidance*
- **2017/18 Winter Only - Stand By Model ‘same day care’** – *Supporting same day discharges (carers on stand by each day)*

OUTCOMES of Doing Something Different:

- **No Q 4 Care:**

- Typically same day responses to discharges from Hospital

- Waiting list for social care reduced from 70 packages before Christmas to ZERO over the period

- Maintain capacity to respond to Crisis Care, Reablement and support Market resilience

- Service readiness to support response to OPEL 3 / 4

- Reduce Length of Stay for people (Hospital)

- **Improved Case Management Performance (Social Work):**

- Social Workers better able to manage case load and manage risks through planned interventions

- Reduced crisis management time across social work teams

- Reduce backlog of Assessments (Care Act 2014)

- **Maintaining People at Home for Longer:**

- Ensuring the person is cared for in the right place

- Wrap around services coordinated through Neighbourhoods to prevent admission to Hospital

- Supporting people to build self resilience

Opportunities to Work Together with the Voluntary and Third Sector:

- Learn from Good Practice – What’s worked well and not so well
- Understand what's right for Blackpool – Keep it local
- Voluntary and third sector to participate in a coordinated way in the prevention agenda – Tackling social isolation for people in their own homes, support the Care and Nursing Home market to enrich people’s lives, supporting people to make community connections/friendships
- Supporting self-care through digital technologies – ‘Assistive Technology First’ approach to reduce demand for critical and essential Health and Social Care Services
- Support building individuals’ self resilience and community resilience – Active citizenship supporting people to have a meaningful presence in their local community and being part of something **BIGGER** tomorrow than **TODAY**

Questions