



Better Care in Hull

Conference 2016

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#BetterCareHull2016





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**Prevention:
See & Solve**



Background

The **Care Act** gives local authorities specific duties about the way in which people are supported.

These include –

The continued implementation of the personalisation agenda which requires that people have the freedom to choose how they would like their needs to be met and requires front-line staff to have the flexibility to provide support in a more responsive and individualised manner

The requirement to establish and maintain a service for providing people with information and advice relating to care and support which is accessible to all

Background

- The need to develop an intake system that triages complex and simpler cases and resolves the more straightforward cases at the point of contact supporting a better experience and outcome for adults.
- Solution focussed training has been rolled out across Adult Social Care to enable staff to use conversations which support and motivate people to find a resolution to their issues, moving from problem focused methods to strength based approaches

What is See and Solve?

Focus on the person - There is a clear recognition that the person is best placed to judge their well being.

Maximise independence - Work with people to help them recognise their skills, abilities, strengths and talents and through solution focused interventions empowering them to have the confidence and competence to access community solutions.

Work in partnership - to understand what is available in local communities rather than seek solutions through formal service delivery.

See and Solve early help and prevention will focus on:



Earlier Intervention: preventing or delaying the need for formal health and social care intervention

Promoting independence and resilience: helping people to manage their own health and care, and to plan ahead

Supporting people at home: helping people understand what support can be made available at home, as an alternative to residential care

Finding better value solutions: helping people access informal sources of support, and to make optimum use of assets in communities

Promoting choice: making sure people know about the range of local providers and what support they can offer, this can include directing people to Connect to Support

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The See and Solve Model



Stage One – primarily telephone based using solution focused conversations with an aim to resolve the query. This may include provision of equipment.

Stage Two - primarily involves face to face discussions in a variety of locations. These will explore what is on offer from the voluntary sector or universal services to encourage independence.

Stage Three – focuses on short term support identifying people's goals for active recovery linking in with the Supporting Independence Team

If at any stage it is identified that a person requires long term support, discussions will be held with the Long Term Support Team.

The Team



“Multi Disciplinary Team – Social Care Advisors, Social Workers, Sensory workers and Occupational Therapists with support from Telecare, Lifeline and Housing”

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Mrs K's Story



Mrs K lives with her husband and was diagnosed with Alzheimer's 18 months ago

Referral received from the Carers Centre and the Adults Safeguarding Team requesting respite and Adult Social Care interventions to prevent carer break down and stress.

Mrs K's husband (Mr K) had been supporting his wife 24 hours a day and felt that every time he left her on her own she wandered around the home and left freezer doors open or he worried that she would come to some harm. Mr K had become very frustrated. Mrs K's daughter felt that Mr K was having difficulties coming to terms with his wife's illness and was struggling to cope meaning he was becoming short tempered with his wife.

See and Solve visited - Mr K was initially quite hostile but after discussions with them both along with their daughter it was agreed that Mrs K's daughter would take her to a Community Day Centre in Anlaby. For the first few times she agreed she would stay and then if Mrs K settled then she would leave her as she only lived across the road.

We also provided information on Butterflies and other support groups.

Mr K appeared happy with this as he would have some time on his own and this would also reduce their daughter's anxieties as she was concerned about both of her parents.

See and Solve follow up telephone call - Mrs K's daughter said that her Mum was attending the Community Day Centre twice a week which is giving both her and her father a regular break, enabling them to continue with their caring roles.

Front door trial - process



- See & Solve staff participated in a behavioural science workshop to understand the challenges in being able to support individuals to live independently and access community services within each call and to identify how behaviour change techniques can be used to influence this
- The results of this workshop have been turned into a crib sheet to support staff to have these initial conversations with individuals and the letter that accompanies the information they send out was also revamped
- Staff received training regarding the new crib sheet and letter, including role playing with different types of customers to help them practice this new way of working within a safe environment.

Key dates

1st August – Trial started

16th August – mid way check

2nd September – Trial ended

w/b 5th September – Trial review

- Staff kept a daily log of their calls and call backs during the trial to monitor impact
- Every Tuesday iMPower worked from the Wilson Centre to support staff make any necessary tweaks to the new way of working

Front door trial- crib sheet



Introduction... you set the expectations

Hello, you are through to _____ Social Care Advisor / Social Worker at Hull City Council See & Solve Team. Can you tell me why you are calling today?

... Before we start discussing the reason you have called are you somewhere where you are comfortable?

... We (Adult Social Care) are here to support you access the information needed to actively and independently live your life

... Our discussion will focus on the goals you wish to achieve and identifying options for meeting these

> We are not here to focus on your medical conditions or needs but your ability to live your life.

Discussion... you understand what they want to achieve

- > What are the goals that you would like to achieve? What is important to you?
- > What difference would achieving them make to your life?
- > How do you think you could achieve these? What options have you considered? Could there be another option?
- > Other people in your area with similar goals _____
- ... Who could support you in achieving these?
- > What is your current health & housing situation?

Options... you lay out the options

From our discussion these are/ this is the option(s) we have identified that will enable you to meet your goals

From your goal Lay out the option(s) available to them including the benefits and any consequences, be specific e.g. you could purchase a _____

_____ from _____

which will mean you get exactly what you want and immediately or you could be put onto our OT waiting list which would mean a wait of at least X weeks

Commitment... they commit to taking action

- > **How will you do this? When will you do that?**
- > Could you write that down as a reminder? _____
- > I will send you / contact _____? (and you will _____?)
- > I will call you back in two weeks to check that you have followed up on the action.X% / the majority of people have started to work towards their goals when we call them back

Initial call

Introduction

Hello, this is _____ Social Care Advisor / Social Worker at Hull City Council See & Solve Team. I am calling to find out how you are getting on with achieving the goals we discussed a couple of weeks ago.

Discussion

- > Have you done _____action as agreed?
- > If not, why do you think that is? What can you do to act on it?
- > If yes, what benefits have you noticed? Are you able to / moving toward reach(ing) your goal(s)?

Follow-up call

Commitment

- > For those who have completed their action get them to commit to continue to work towards their goal
- > For those who have not completed their action get them to commit to doing so How can you do this?
When will you do that?
Could you write that down as a reminder?

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Next Steps



- Ongoing **evaluation and development** of the See & Solve team
- Further development of **community links**
- Building up the **Connect to Support** portal

