

Help to Live at Home Market event

**Derek Oliver – Assistant Director, Adult and Community Services
London Borough of Richmond upon Thames
22 April 2015**

Programme

Time	Activity	Person
10.30 – 11.00 (30 min)	Refreshments and registration	n/a
11.00 – 11.15 (15 min)	Welcome and introductions	Derek Oliver
11.15 – 11.20 (5 min)	Purpose of the event	Derek Oliver
11.20 – 11.30 (10 min)	Help to Live at Home model (presentation)	Derek Oliver
11.30 – 11.40 (10 min)	Community resources (CILS presentation)	CILS providers
11.40 – 11.50 (10 min)	Q and A session	All
11.50 – 13.20 (1 hr 30 min)	Workshop sessions (over lunch)	All
13.20 - 13.30 (10 min)	Closure and Next steps	Derek Oliver



Purpose of the event

- Share our progress on developing our new Home Support arrangements (now called *Help to Live at Home*)
- Launch the idea of *outcomes based* home support services in Richmond
- Engage with the local market about possible solutions for implementation
- Support providers to network and consider opportunities for joint working

Help to Live at Home

Context

Principles of engagement with the market

Sharing risks

- Not straightforward in social care for commissioners or providers
- Need for partnership working on stimulating innovation and developing new models of care and support

Reducing Bureaucracy

- Avoid duplication in the system
- Consideration given to the accessibility of the processes involved in developing local markets, including tendering and procurement

Building capacity

- Commitment to building the skills, competencies and capacity of all key stakeholders to work together effectively
- Willingness to “learn by doing”

Understanding success

- Higher level of knowledge for all stakeholders about the factors that influence supply and demand
- Commitment to identifying, measuring and articulating what works in delivering and commissioning personalised care and support

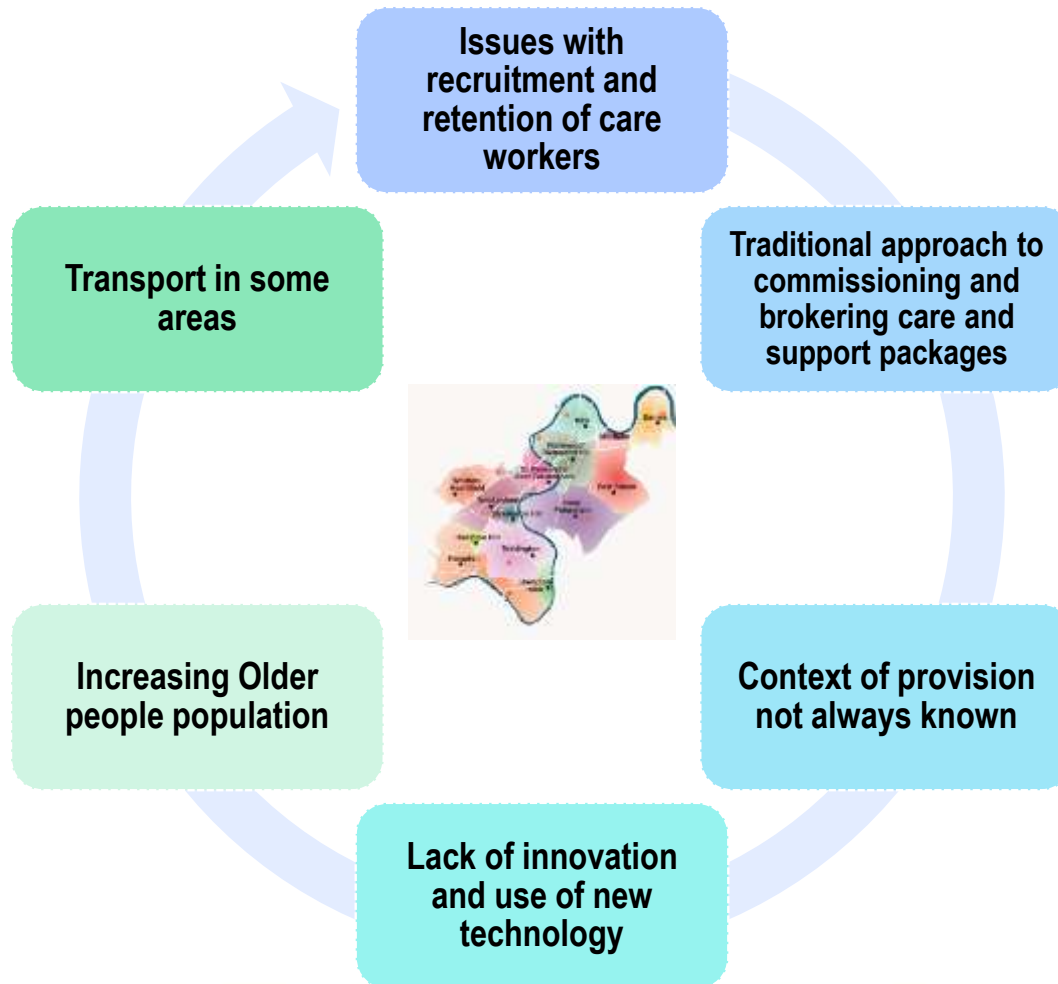
Home Support - Local and National Context (1)

- Demand for traditional home support in Richmond has slightly increased over the past years (*source: Frameworki data*)
- Majority of users of home and/or Reablement support are older people
- The users of home support services have increasingly complex levels of need
- Every person using social care services deserves highest quality care and support, and maximum opportunity to influence how support is arranged and managed.

Home Support - Local and National Context (2)

- Effective commissioning has a central role in driving up quality and achieving efficiency
- Focus is on people directing their own care
- Integrated service delivery is key to ensure holistic care and support
- The Care Act introduces new duties on local authorities
- Care and support for whole local population, regardless of how services funded.
- More people may seek Council's support for care and support services

Challenges in Richmond



Older people`s expectations of home support (1)

- To remain in their own homes
- To have a good quality of life
 - Meet practical, social and emotional needs i.e. to go outside, continue friendships and take part in community life.
 - Loneliness, depression and loneliness are major problems for older people living at home, which social interaction can alleviate.
- To develop good relationships with their care workers
 - Warm relationship with care worker
 - Friendly conversation
 - Continuity - few regular care workers who know well.

Older people`s expectations of home support (2)

- To receive high-quality, personalised care and support which is flexible and respects people as individuals
 - Care and support that is tailored to their needs.
 - Able to easily get in touch with those who organise care
 - Support from one person who helps with prioritising competing demands of their multiple conditions
 - Care plan that is explained to them clearly and is easy to understand.
 - Information about different services in the local area

Providers` feedback

Procurement process is intensive

Process of bidding for care packages is time-consuming and difficult

Shift to outcomes approach is a positive development

Good relationship with Richmond Council

Partnership working is key

Help to Live at Home

“As is” vs. proposed model

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“As is” model

6 providers in 2 zones

Rigid contract (time and task)

3 years contract (plus extensions)

Separate rehabilitation and home support provision

Silo working for providers

Help to Live at Home

2 main providers in 2 zones

Outcome focused

Minimum of 6 years contract

Holistic contract

Partnership working

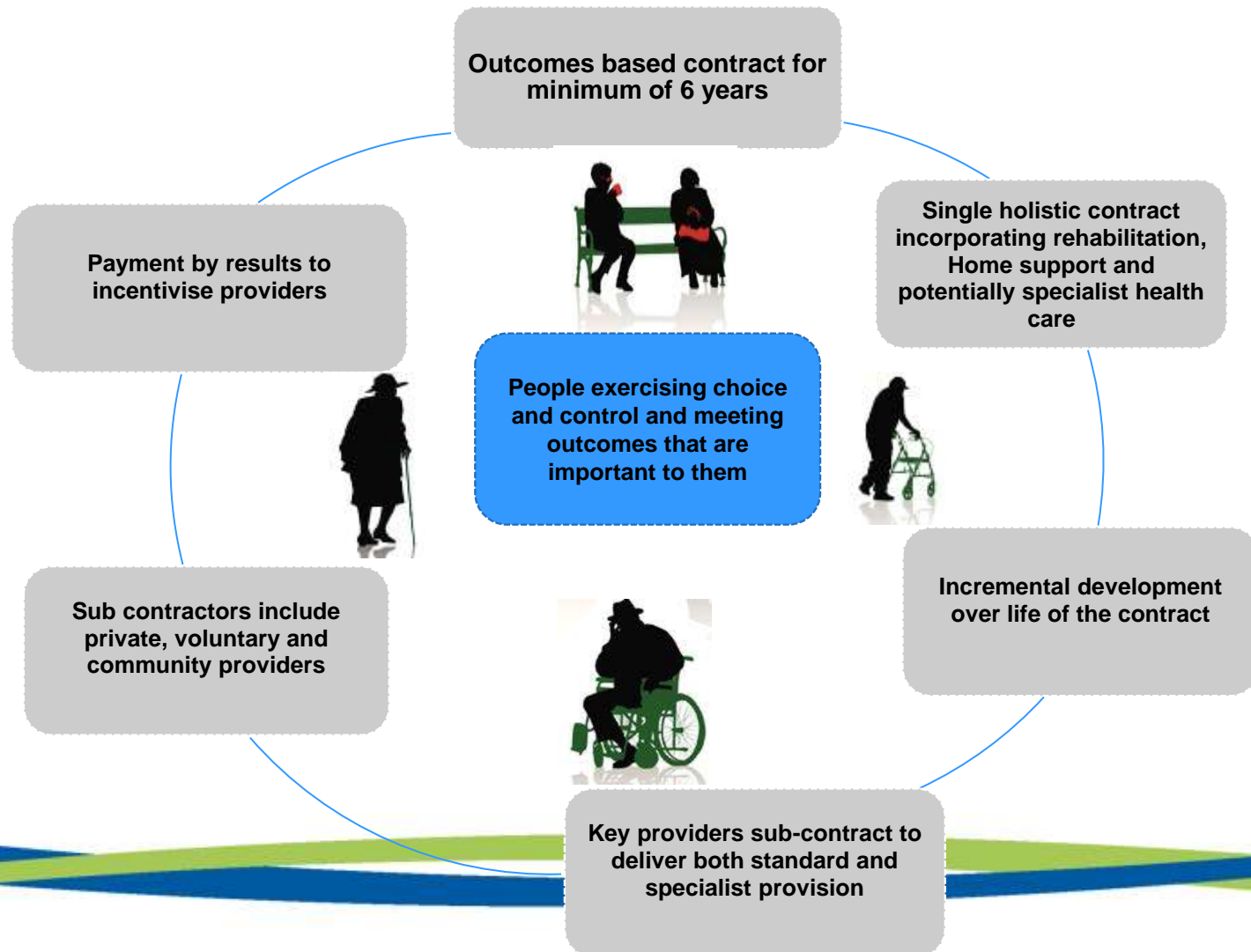
Anticipated benefits for Help to Live at Home

- Standardised quality of provision by having 2 main providers
- Flexible contract (people more in control over their delivery plan)
- Sufficient contracted time for providers to invest in staffing and developmental work
- Holistic view over a person's care and support needs
- Providers aware of community resources and working in partnership with voluntary sector to ensure a holistic approach

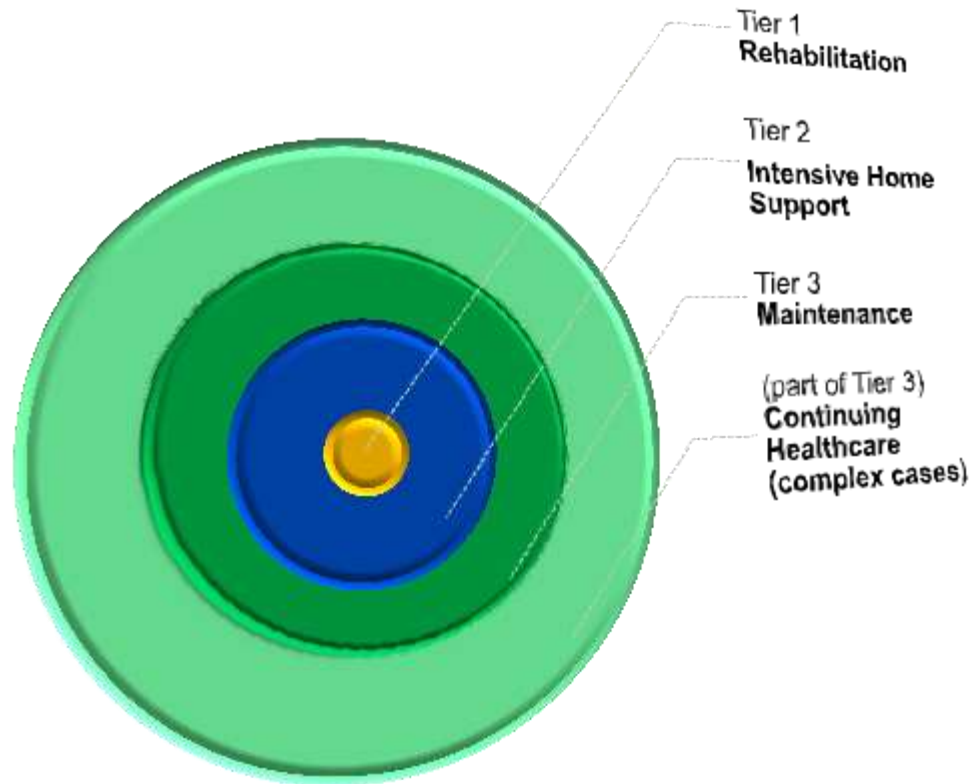
Help to Live at Home

Proposed model

Proposed Contracting Principles

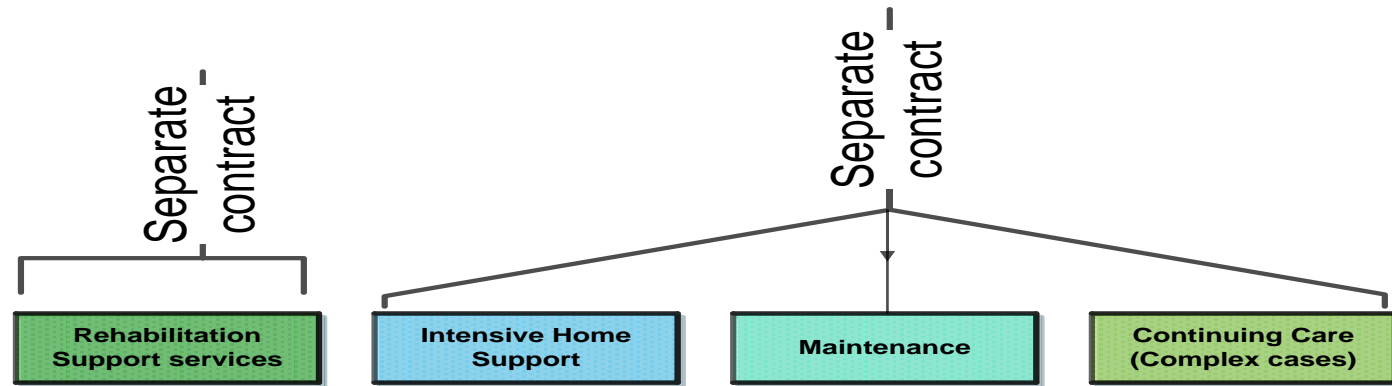


Help to Live at Home - proposed model (1)

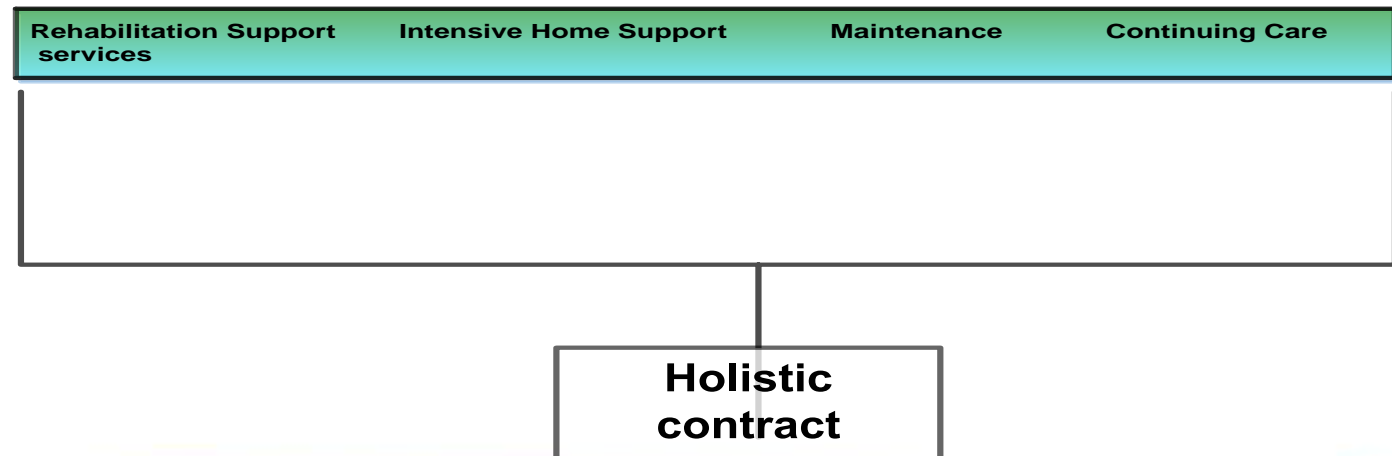


Help to Live at Home - proposed model (2)

As is model



Help to Live at Home



Q&A session...after CILS presentation....

