

Information

Sheet Number:
2009-13/172

for County Councillors

From:	Kim Curry, Interim Director of Adults Social Services and Lead Commissioner Adults and Health, and Mel Lock, Operations Director Adults and Health.
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Date:	Thursday 6 August
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To:	All County Councillors
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Adults Transformation Programme: The future of Adult Services

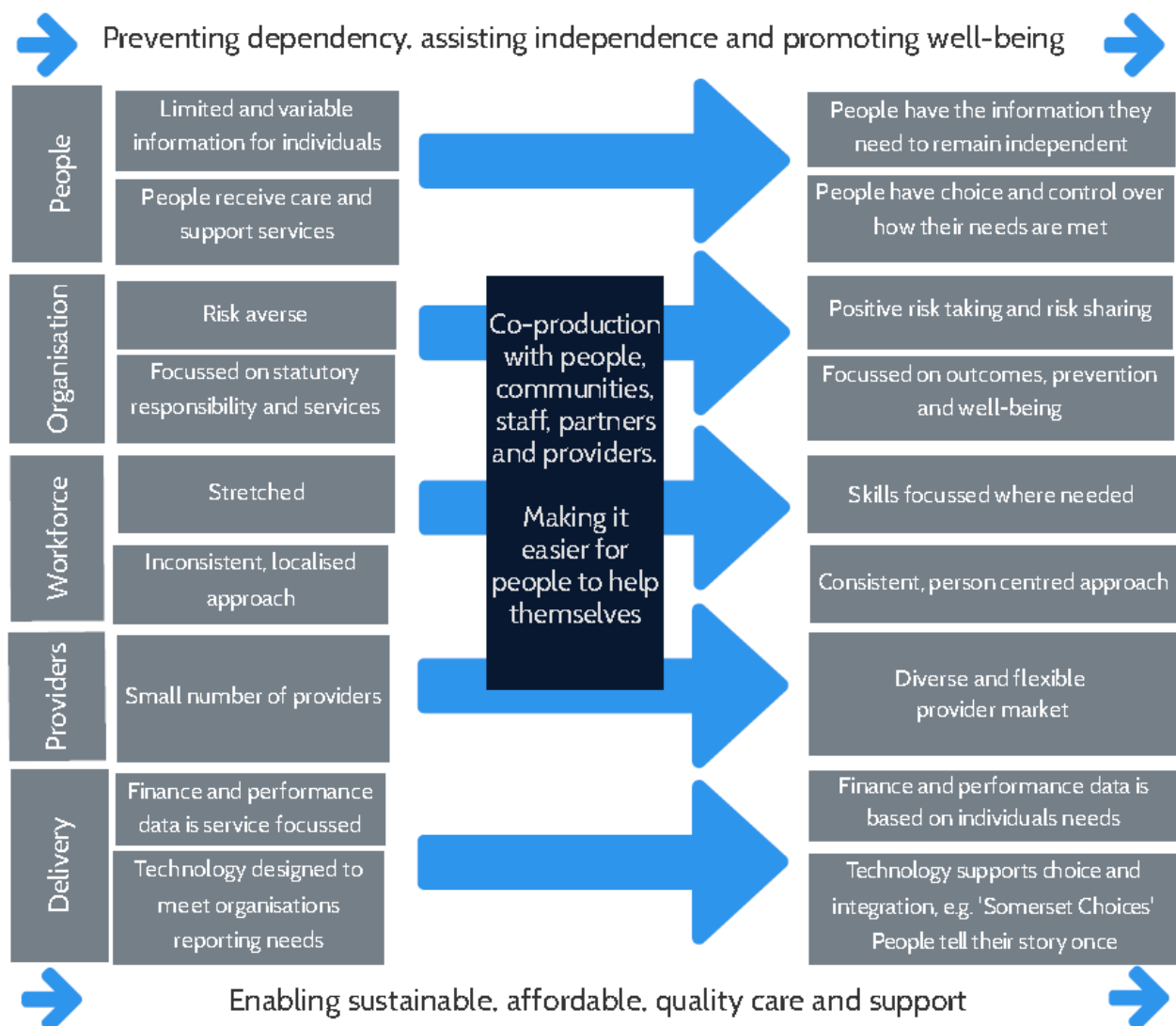
Demand for Adult Services is increasing in Somerset and will continue to rise as the county's older population grows. At the same time our budget is shrinking and the new requirements of the Care Act 2016 will increase the cost of the service.

We are taking action now and redesigning the service to make sure we can continue to support the most vulnerable people in our communities to stay independent and well for longer.

What will the future look like?

Our vision is that,
 "People in Somerset will remain independent for as long as possible because we help their families and communities give them the support they need to reduce the risk of them losing their independence. When people do need care or support this will be through high quality, joined up social care, health and wellbeing services. These should where possible enhance rather than replace their existing informal support networks. People will be in control of the care and support services they receive, so that these are delivered where, when, and by the people they want, and achieve the outcomes that are important for them."

The diagram below shows where we are now and where the service is going.



What are we doing?

- We are improving the information and advice we provide so that people can find local groups, products and services to stay healthy and independent for longer. The new Somerset Choices **website** (www.somersetchoices.org.uk) gives people access to this information so they can choose what they want without needing to speak to the Council.
- We are improving the first contact people have with the Council to make sure they are helped quickly and signposted to useful support without needing to have a social work assessment. Adult social care staff will be based in Somerset Direct alongside call advisers to provide professional advice to meet people's needs.
- We are setting up 'hubs' in local communities so that people can arrange to speak to an Adult Social Care worker about their needs. The hubs will mean that workers can see more people in one place, giving people the advice they need quickly and close to where they live. Managers in the

The first five hubs will be at:

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- The diagram illustrates the Quality Assurance process for safeguarding. It features a central cycle of interaction between several key components:
- Customer**: Represented by a blue person icon.
 - Community**: Represented by a group of blue people icons.
 - Information and Advice**: Represented by a smartphone icon with 'www' and a telephone handset icon.
 - Local Social Care Team**: Represented by a group of red people icons.
 - Safeguarding Team (keeping people safe)**: Represented by a blue heart icon.
- The process flow is as follows:
- The **Customer** interacts with the **Community** and the **Information and Advice** hub.
 - The **Community** interacts with the **Local Social Care Team** (indicated by the text "Let's talk in your community").
 - The **Local Social Care Team** interacts with the **Safeguarding Team**.
 - The **Safeguarding Team** interacts with the **Information and Advice** hub.
 - The **Information and Advice** hub interacts with the **Community**.
- A central question mark icon labeled "How is it going?" indicates a monitoring or evaluation stage within the cycle.
- At the bottom, a large blue double-headed arrow labeled "Quality Assurance" spans the width of the diagram, indicating that this entire process is underpinned by a quality assurance framework.

- We have set up a central safeguarding service that will assess all safeguarding referrals and in the future will handle all investigations. This will help to make the safeguarding process much more consistent and allow Community Support Teams to focus on assessment and reviews.
- We have taken some important steps towards closer working with the NHS and Somerset's Clinical Commissioning Group (CCG). We are in the process of agreeing an 'Outcome Based Commissioning' approach which will see providers of local health services, like hospitals, social care and community health services, working together more closely to prevent ill health, and not just provide costly treatment to people after they become ill.

You can watch short films from the managers leading the different aspects of the redesign and find information of progress of the programme, here:

change.somerset.gov.uk/home/asp

For more information please contact:	<p>Name: Kim Curry Email: kcurry@somerset.gov.uk Tel No.: 01823 359644</p> <p>Name: Mel Lock Email: malock@somerset.gov.uk Tel No.: 01823 359148</p>
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