

Newsletter

Issue 1 February 2018



Welcome to the first adult social care newsletter for staff and stakeholders in Knowsley. This will be a quarterly update to keep you briefed on developments and initiatives as we progress our adult social care transformation plan.

Feedback on content, or suggestions on future content, is welcome. You can email me at ASCFeedback@knowsley.gov.uk

Julie Moss
Director of Adult Social Services

Redesign of Adult Provider Services

In-house provider services - including adult and older people's day care, Shared Lives and respite services as well as supported accommodation - are being redesigned to be more responsive to people's needs and aspirations.

A key feature of this will be service users and carers being involved in the process to co-design and co-produce the services of the future. Services will continue to deliver high quality person-centred support, but will have a greater focus on linking with and using community based services. This will give a much broader range of options and opportunities for individuals.

Over the last year, the Adult Day Service has supported 20 service users to participate in voluntary work. Over 50 other individuals from across the service are also interested in taking part and supporting their local communities.

The Supported Living Service is now beginning to focus on providing more specialist support for service users with complex support needs and the older people's day service are responding to the Government's Dementia 2020 challenge to become accredited as a specialist dementia service.



Person-centred approach in Adult Day Services

As part of the redesign of Adult Provider Services, the Adult Day Services are responding to service user's feedback and aspirations by setting up and developing several micro enterprises in the heart of their communities. Projects include an 'up cycling' workshop, gardening services, handy man services and a community catering training academy for adults with a disability.

All of the projects will provide service users with an offer of real life learning environments, education and vocational qualifications, leading to work placements. Individuals involved will have their unique person-centred pathway to achieve their outcomes.



Review activity

Established in July 2017, Knowsley's Review team is continuing to reassess and review Knowsley residents in receipt of adult social care services.

The team aims to promote a person's independence, maximising their resilience and ensuring that the care that is needed is based on a model of the 'right care, at the right time in the right place'. The team continues to develop their experience, building on an asset based approach that has continued to be rolled out across adult social care social work teams and in the new year, the team will share their knowledge, experience and approach to continue to provide a consistent approach across adult social care.



Combined Safeguarding Board

From April 2017 the Safeguarding Adults Boards in Knowsley, Liverpool, Sefton and Wirral formed a Combined Safeguarding Adults Board to work together to achieve a more efficient and effective oversight of safeguarding arrangements.

The Combined Safeguarding Adults Board met for the third time in September and held a development day in October. The Board has confirmed its focus for the second half of the year on seeking assurance about 'how safe are we'.

This is a positive development as it reflects the Board's function of seeking assurance that effective arrangements are in place to respond to concerns in respect of abuse and neglect.

In preparation for a further development day this month, once the Board has checked out what safeguarding arrangements are in place in each local authority area, benchmarking of arrangements will take place so that a comprehensive picture can be developed of commonalities and differences. It is hoped that, wherever possible, by having common language, referral criteria and policies, it will provide the public with clearer signposting and responses to safeguarding concerns.

Learning Disability Team change

From 4 September 2017, social work practitioners from the Knowsley Adult Social Care Disability Team integrated with the Kirkby West and Halewood East Locality teams.

This is the final move towards creating holistic adult social work teams. The emphasis is on a community team delivery model, with social care practitioners working alongside District Nurses, Community Matrons and General Practitioners in GP surgeries

across the borough, linked closely with the early intervention and prevention offer.

The new service structure goes hand in hand with the development of community and local organisations.

This place based support will provide residents in the borough with comprehensive and complementary support to help them maintain their own health and wellbeing in the community that they live.

Further information

To find out more about any of these initiatives, or to provide feedback on the content of this newsletter, please email ASCFeedback@knowsley.gov.uk



Quality Matters

A multi-agency event took place on Thursday, 30 November to begin a conversation about Quality Matters.

This national initiative, co-led by partners from across the adult social care sector, recognises that effective partnership working is one of the key ways of improving quality in adult social care. Quality Matters highlights that no person or agency can improve the quality of adult social care on their own and whether you use, work in, commission or support adult social care, you have a role to play.

Following the event, a range of next steps were agreed which included training, peer support, raising awareness and ways of sharing success stories. A number of longer-term aims were also agreed which, with the support of national partners as Quality Matters develops, will be developed locally. These include value-based recruitment, family conferencing/circles, increasing customer feedback and sharing information locally on good quality services.

We intend to hold a follow-up meeting in March with partners who attended on the day so we can begin to share good ideas and good news stories.



Ratings for Respite

Last year, both of the council's adult respite homes, Lydbury Crescent and Atkinson Grove, were inspected by the Care Quality Commission (CQC). Both services were previously rated as 'good' in all five areas, with an overall 'good' rating. The services have continued to build on the 'good' rating and have grown in the numbers of adults who use both locations for their short breaks.

Family members told us they felt confident that their relative was safe throughout their stay at the service. Their comments included "No concerns whatsoever about (relative) safety" and "No worries at all".



Early Intervention and Prevention programme

Significant progress has been made in developing the Early Intervention and Prevention Strategy for Adult Social Care. It describes the national and local drivers underpinning the prevention agenda for adult social care and how this aligns to the council-wide prevention agenda, including activity in Early Help, Public Health, along with the Knowsley Better Together programme.

The strategy also describes the relationship between the adult social care prevention agenda, and that of the Clinical Commissioning Group, further improving our commitment to creating a more integrated approach to service development and delivery.

The programme consists of seven workstreams - First Contact,

Community Assets, Assistive Technology, Self Directed Support, Carers, Progression/Employment and Workforce Development. Each workstream has a lead and a set of priorities to make sure that we focus on supporting residents to live well and remain independent for as long as possible.

Dementia and autism friendly borough

A multi-agency strategy for the borough to be dementia friendly is to be developed during 2018, with the aim of raising awareness and understanding across our partners and the wider community in Knowsley. The council is committed to becoming dementia friendly through a number of initiatives including the formation of a Dementia Action Alliance (an alliance of community, business, and statutory organisations to take action on dementia friendliness) working with the Alzheimer's Society to support staff become recognised Dementia Friends and encouraging all council staff to consider dementia in everything we do, design and buy.

Many of the solutions to daily challenges experienced by autistic people mirror much of those for individuals living with dementia, such as making a quiet space available in busy areas. This work forms part of the Knowsley Better Together initiative (which encourages people and organisations to work better together for the benefit of Knowsley) with partners pooling resources and expertise to meet the council's ambition to ensure the borough is both dementia and autism friendly. Through raising awareness and understanding, small changes can be made which will make a big difference to those living with dementia and autism.

Assistive Technology 12 week free trial - hospital discharge

Assistive Technology equipment will be provided free of charge for an initial 12 week period to support residents to remain independent in their own homes as well as supporting hospital discharges. The trial will complement the 24/7 Response and Home First Services. The offer will include a Lifeline pendant and a smoke alarm and contribute to the reduction in the number of eligible people returning to social care within the 12 week period.



Home First Service

A new Home First Service commenced in January 2018 providing an immediate short-term, personal and domiciliary care response for a period of up to two weeks following a person's discharge from hospital in circumstances where a long-term domiciliary care support package cannot be immediately sourced.

The aim will be to quicken the hospital discharge process, reduce delayed transfers of care and reduce reliance on short term transitional bed which often lead to long term residential placements.

24/7 Response Team

A new 24/7 Response Service commenced in January 2018, providing support to people with health and social care needs in crisis at home, reducing the need for emergency hospital or residential / nursing home admissions.

The team will provide immediate support in a person's home and when necessary, assistance following a presentation to A&E. The team will be linked to the Emergency Duty Team and will respond to the Assistive Technology Lifeline alarms where the main carer cannot be contacted.

In addition, regular night time support will be provided to service users who would otherwise be unable to remain at home, including support for people with complex health issues. This will complement Community Health Services.

