

<b>Project Title:</b>	Outcome focused Care @ Home - Pilot Project	<b>Project Ref:</b>	TBC
<b>Project Executive:</b>	Angela Bourge		
<b>Project Manager:</b>	Ben James		
<b>Programme (if applicable):</b>	Social Services Commissioning Board	<b>Programme Ref:</b>	TBC
<b>Programme SRO:</b>	Claire Marchant		
<b>Programme Manager:</b>	TBC		
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## 1.1 Project Overview

*A concise overview of the Project – describe what will be changed as a result of the project and what “success” will look like.*

- This pilot will aim to test an effective, efficient and sustainable approach to the delivery of Care @ Home in an outcome focused approach.
- The pilot will look at existing packages where providers and Case Mangers have agreed their suitability for the new model of outcomes based locality approach.
- The pilot will test the approach of working within a Trusted Support Provide model.
- The pilot will seek engagement with providers who may or may not have been involved with the Test & Learn Sessions recently co-produced by Cardiff Council & the Institute of Public Care (IPC).
- In order to participate in the pilot, we will ask providers to identify a number of individuals, in the first instance approximately 20/30, for whom they are currently supporting with packages of care, across all client groups but predominately OP/MHSOP.
- This pilot will assist in understanding the interdependencies with the Community Resources Team (CRT) MDT locality approach pilot.
- The pilot will look at new packages from the CRT Pilot, which will be commissioned as a requirement through SProc.net.
- The pilot will assist Cardiff in its development of a new outcome focused service specification which will allow greater flexibility and compliments the development of strength based social work practice and outcomes based locality approach working.
- The pilot will engage in a process with these providers and individuals, where they move to a delivery model of Outcomes focused (and, where applicable, locality based) services and a move away from a Time and Task approach where appropriate.
- It is proposed that the pilot focus across the City, but with the understanding that where possible, the provider will link in with the GP/ MDT Clusters that may be established within an area.
- The pilot will identify what the critical success factors are for delivery of services in this way, as well as highlighting the information we will need to gather and measure in order to determine the success of future arrangements.
- It is anticipated that the Component Parts will include, but not be limited to
  - Greater understanding of the tri-partite conversation and the re-alignment of SU expectations/ requirements
  - Understanding the role and position of the Trusted Support Planner
  - Tracking/ monitoring of care delivery (safeguarding)
  - Ability for SU's to banking of hours (links to payment of providers/ charging of individuals)
  - Understanding the impact that Outcome Focused Delivery has Internally (Brokerage/ Finance team)
  - Developing effective Quality & Performance monitoring mechanisms within the current IT platform SProc.net
  - Engagement between Dom Care market and Cluster Work within the locality approach
  - Requirement for Providers involved in Pilot to attend MDT Clusters attend and engage with the Test & Learn meetings.

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- Development of the current IT Solution SProc.net, to meet the future requirements of commissioning outcome based locality approach for Care @ Home in Cardiff.
- Flexibility within the Care being delivered as part of the collaborative conversation with the individual.

## 1.2 Reasons for Change & Programme / Strategic Alignment

*The reasons for change and issues to be resolved by the project. How does this Project support the Programme to achieve its Vision, alignment with Corporate Objectives, mitigation of Corporate Risk etc.*

- **Capital Ambition**
  - Finding solutions will mean working in ever-closer partnership with the Health Service and the third sector, joining-up our services at a community level, working closely with partners- including voluntary groups, unpaid carers and volunteers- to make sure that as many people as possible are able to receive care in their communities.
  - Break down barriers and join-up services at the community level by placing social care at the heart of the Council's emerging 'localities' approach.
- **A Healthier Wales: our Plan for Health and Social Care**
  - Published by the Welsh Government in June 2018.
  - Calls for 'new models of seamless local health and social care' that are designed and delivered around the needs and preferences of individuals.
  - 'The model, which is being used to improve locality, community and home based care, is a whole system approach with the citizen at the centre and is designed to support people's health and wellbeing in ways that emphasise prevention.
- **Commissioning of Domiciliary Care and Procuring Home Care – Cabinet Report September 2018**
  - Council purchases 30-35,000 hours of domiciliary care per week for approximately 2,200 adults at a cost of £23 million per annum through the independent sector.
  - Since November 2014 this has been commissioned through an Accredited Provider List which operates akin to a Dynamic Purchasing System.
  - In September 2018 Cabinet approved an extension of this arrangement until November 2020 to allow time to consider all aspects of domiciliary care provision to deliver an outcome focused locality approach co-produced with people with care and support needs, their carers and providers of care.
- **The individual needs to be at the heart of developing and evolving their ongoing care and support plan which will be measured by an outcome based quality assurance process and framework.**
  - **Prevent**  
Better signposting at first point of contact, building and strengthen existing community links to improve the visibility of existing services to ensure that individuals are given the right information at the right time to prevent them being admitted to hospital or requiring crisis care.
  - **Reduce**  
For individuals already receiving care – promoting existing and new services within communities that with time will reduce the need for prescribed social care as this may not always be the most suitable solution.
  - **Promote**  
To ensure that all individuals are fully aware of opportunities within communities, family and friends environments to promote and maintain their independence to delay the need for prescribed domiciliary care.

## 2. Project Scope

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Summary of what is in scope and out of scope for this Project

## In scope

- Current packages of Domiciliary Care, which have been identified as being suitable and agreed by Case managers for predominately OP/MHSOP but may include other Adult Client Groups.
- Domiciliary Care services provided by providers who have a current package/s of care being delivered to Service Users in Cardiff across all client groups but predominately OP/MHSOP .
- Providers will be asked to identify suitable individuals/ packages of care for delivery of services in an outcome focused manner.
- Assistance in the Development of an Outcome Focused Service Specification.
- Assistance in understanding the requirements of future Technology and Business Process
- Internal changes to facilitate the new commissioning arrangements.
- An agreed number of CRT pilot packages which are ready to be issued to the market from January 2020.
- Links and interdependencies with the Community Resources Team pilot model and the overlap with packages being issued from the CRT pilot.

## Out of Scope

- Domiciliary Care and Sessional Support secured through Direct Payments.
- Domiciliary Care delivered in Extracare Schemes via existing Block Contract arrangements.
- Reablement and Bridging Support provision through the CRT.
- Implementation of strength based approach model within teams.
- Review of Wellbeing Assessment and Case Management / Reviews.
- CRT and 'self-managing teams' pilot.
- The model for Children Services Sessional and Family Support.
- Children Services Sessional Support.

## 3. Benefits / Performance Measures

Show how the project aligns to the Programme's / corporate benefits and detail the measures and key performance indicators which will also be used to assess project success.

Programme Benefit supported	Measures / KPIs	Target Date
Reduction in demand	Reduction demand for commissioned services (number of hours) through reablement and better use of/ signposting to community resources	March 2020 - Ongoing
Delivery of Outcomes	Improved delivery of outcomes for individuals	May 2020
Performance & Quality	Identification of appropriate Performance Quality Measures for future arrangements	January – May 2020
IT Solutions	Identification of technology requirements for future arrangements	January – May 2020
Trusted Support Planner	Greater understanding of the role and function of the Trusted Support Planner & where this is best placed in the service	January – April 2020
Charging for Services Provided	Understanding the impact that Outcomes Based service delivery will have on the process for charging individuals for services received	January – April 2020
Payment for Services Provided	Understanding the impact that Outcomes Based service delivery will have on the way in which we pay providers for services provided	January – April 2020
Locality Model	Understanding of how join up of services within a Locality will support Outcomes Focused Delivery	January – April 2020
CRT Role	Understanding of role, function & impact of CRT on packages issued to market	January – April 2020

Technology	Understand technology limitations & requirements for Service Receipting (adam)	January – April 2020
Consultation	With Service Users/Carers Case Managers, Brokerage and Contract Monitoring teams to understand the impact of the Pilot to help best inform service specification and requirements	January – April 2020

(Add / remove rows as appropriate)

## 4.1 Analysis and Stakeholder Engagement to date & Lessons Learnt

Reference any pre-project analysis and engagement, work already completed and Lessons Learnt from previous projects

- A number of Test & Learn sessions have been undertaken with approximately 15 different Domiciliary Care Providers in Cardiff.
- Throughout the Test & Learn Sessions providers have been engaged in discussions detailing what would be required in order to move from commissioning Domiciliary Care on a Time & Task basis to an Outcomes Focused manner
- A similar pilot has been undertaken by the Vale of Glamorgan Council, and one provider who is currently delivering services as part of the pilot provided an overview of the approach taken in the Vale of Glamorgan and some of the lessons learned
- All providers engaged in the process have expressed that they would be interested in exploring the requirements through a Pilot in Cardiff, with existing service users.
- On going review of the packages will take place with Case Managers within the pilot period
- Feedback from Providers on whole approach to be gathered at future Test & Learn Sessions
- Feedback from Internal Stakeholders to best inform new model going forward.
- Feedback from Service Users on their experience of the outcomes based pilot.

## 4.2 Key Project Stakeholders

Stakeholders	Stakeholder Interest / Influence <i>(Low, Medium, High)</i>	Communication Method(s)
People with care and support needs	High	Via Case Manager/ Support Provider/ Trusted Support Planner
Carers	High	Via Support Provider/ Trusted Support Planner
Care Providers	High	Attendance at Test & Learn sessions/ Via Case Manager/Sproc.net
Social Workers / Case Managers	High	Project team representative
Brokerage Team	High	Project team representative
Contracts and Performance Team	Medium	Project team representative
Commissioning and Procurement	Medium	Project team representative
Health	Medium	Project team representative
Adam Representatives ( IT Platform)	High	Project team representative

IPC – Critical Friend	Medium	Project team representative
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(Add / remove rows as appropriate)

## 5.1 High Level Project Plan

List high level details from the Project Plan here, including project phases and key milestones

Key Milestone / Deliverable / Product	Delivery	
	Baseline Delivery Date	Acceptable Tolerance
Establish Project Governance	November 2019	0%
Commence Test and Learn Workshops	December 2019	0%
Identify initial Cohort of SU's	December 2019	0%
Arrange meetings with providers	December 2019	0%
Arrange review of Packages	December 2019/January 2020	0%
Identify & understand future Technology requirements	January – February 2020	0%
Ongoing review of individual Packages	January 2020 onwards	0%