

NEIGHBOURHOOD CARES PILOT

To: Adults Committee

Meeting Date: 9 March 2017

**From: Charlotte Black
Service Director
Older People's Services and Mental Health**

Electoral division(s): All

Forward Plan ref: N/A Key decision: No

Purpose: To invite Adult Committee's comments and views on the approach of the Neighbourhood Cares Project

Recommendation: Adults Committee is recommended to :

- a) Note the update contained in the report.**
- b) Request a further update is brought to Adults Committee once patches have been identified and the team appointed.**

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1.0 BACKGROUND

- 1.1 The Neighbourhood Cares Project aims to pilot a radically different model of social work/care in Cambridgeshire funded as a project under the Transformation Fund. It has the approval of General Purpose Committee (GPC) and Strategic Management Team (SMT).
- 1.2 A workshop was held on 25 August 2016 with a presentation from Brendan Martin, Managing Director of 'Public World', the official partner for Buurtzorg. Outcomes from the workshop informed the business case. This workshop involved NHS colleagues and the Chair and Vice Chair of the Adults Committee. The Neighbourhood Cares Project is a reflection of discussions that have taken place.
- 1.3 The Buurtzorg model started with four nurses in Holland in 2006 and has grown to over 10,000 nurses and care staff. This project will not be an implementation of the model in its entirety. However, given the success of Buurtzorg and its natural fit with the direction of travel we have set locally through Transforming Lives, we want to accelerate our transformation of practice by applying the principles and approaches to the way in which we support older people and people with physical disabilities. We are collaborating with the East of England Local Government Association which is setting up a regional network with Public World to support councils in learning about the Buurtzorg approach and how it might be applied in a UK context (<http://www.publicworld.co.uk/project/buurtzorg/>).
- 1.4 The Neighbourhood Cares pilot will test new ways of working which are vital to the achievement of better outcomes and managing with a reduced budget for social care over the medium term. If successful, the ways of working developed through the pilot would then be rolled out countywide and form the basis of our model of local care across Cambridgeshire. The pilot will link closely with other community initiatives and local providers, helping to develop local solutions to need and build on the neighbourhood approach and natural community networks, assets and strengths.
- 1.5 The key outcomes we want to achieve are:
- Shift as much resource as possible to the front line.
 - Free up staff to have more direct contact with the people we need them to work with, in the way recipients of services and we want them to work.
 - Improve the quality and continuity of the service user experience.
 - Generate capacity where we currently have capacity gaps, particularly in home care.
 - Reduce the cost of care (in the back office and in commissioned care).
 - Set ourselves up for the future – the learning from the pilot sites would then be the basis for the wider transformation of the whole system.

2.0 ACTION PLAN FOR THE FIRST PHASE OF THE NEIGHBOURHOOD CARES PILOT

- 2.1 The Neighbourhood Cares Manager has been appointed and took up the role 8 February 2017, working directly to the Service Director for Older People's Services and Mental Health. The Neighbourhood Cares Manager will lead on the implementation and delivery of the project.

- 2.2 The pilot plans to deliver two 'test and learn' Neighbourhood Cares Teams in two sites, in populations in the region of 10,000. It is proposed that one pilot will be in an urban location and one in a rural location. Currently, key partners including NHS, Voluntary Sector and Older People's Partnership Board are being consulted to ensure their views are considered in the allocation of the two patches. Data being gathered includes the population breakdown in each patch, numbers of people currently receiving support from Council services and those waiting to receive care and support. The feedback from the consultation and the analysis of data gathered will be presented to a multiagency panel on 10 March 2017. The panel will then agree the two most appropriate locations to deliver the pilots.
- 2.3 Following the agreement of the patch locations, we will start the recruitment for the two teams. We will target recruitment in the areas the pilots are to be delivered in with the aim of attracting people who already work and /or live in that community. We will specify the outcomes we want to achieve but will look to give the teams as much flexibility as possible in how these are delivered. We will advertise for a single generic position of 'Neighbourhood Worker' and will look to recruit people from a range of different professional backgrounds and with different skills. We will look for people who are enthused by the possibility of working flexibly and creatively and by taking on new challenges and responsibilities, encourage people to share their expertise with one another; allow the team to match the team member with the most appropriate skills to the needs of each service user.
- 2.4 The plan is to hold a full day assessment process to recruit members of the two teams by the first week of May 2017. The assessment day will involve service users and scenarios will be set for candidates to work in groups and individually. Each team will comprise of the equivalent of four full time Neighbourhood Workers – recruited at MB2 level. This has a total annual cost of 8 FTE x 49.5k = £396k.
- 2.5 The pilot teams will deliver the following functions, initially focussed on new service users, or those who require short term care and support:
- Understanding their communities – identifying people at all levels of need who might require help, as well as the people within communities with the capacity to help others.
 - Building community capacity – working to encourage the development of social or microenterprises as new care provision, or to support other community-led activities to establish.
 - Complementing the Adult Early Help (AEH) team where face to face contact is needed to advise on ways in which older people and their carers can organise help for themselves and seeking to meet needs without the need for a formal assessment or care plan.
 - Visiting people that go into hospital or any other setting and helping to plan their discharge - following the person whatever their situation is with a view to returning them to living independently.
 - Assessing needs – sometimes this might be a statutory assessment but a lot of the 'assessment' work will be part of the regular home visits and will be built into 'hands on' care.
 - Identifying where housing adaptations, community equipment or assistive technology should be used and making sure it is put in place quickly.
 - Identifying and investigating (or escalating) safeguarding concerns.

- Identifying where people will need ongoing care and working with them to make and organise a plan.
- Providing 'hands on' care where appropriate, including ongoing care.
- Liaising with local health teams and other key partners to ensure wider needs are met.
- Reviewing people's needs, not as a formal process, but constantly, responding flexibly to needs day to day by working as a team.

The next stage of the pilots will involve taking on longer term existing care users and working with them to develop a more personalised approach.

2.6 Concurrently to recruiting the teams the support systems to enable both teams to function will be sourced and secured. This will include IT systems and a training programme designed specifically for each team. The aim is to co-locate with either local community health services and primary care or other community base.

2.7 During the first phase of the pilots the scope, criteria and outcomes to be evaluated will be defined and in consultation with the Local Government Association, an agreed independent method of evaluating the project will be agreed and sourced.

2.8 Independences with other initiatives will be identified and working relationships defined with key partners in order to allow the Neighbourhood Workers to operate in a creative and flexible manner.

3.0 ALIGNMENT WITH CORPORATE PRIORITIES

3.1 Developing the local economy for the benefit of all

3.1.1 The overall approach and purpose of the Neighbourhood Cares pilots is to test and learn the benefits for both the local economy and the benefits for all living and working in the communities piloted.

3.2 Helping people live healthy and independent lives

3.2.1 The overall approach and purpose of the Neighbourhood Cares pilots is to test and learn the best way to support people to live independent and healthy lives.

3.3 Supporting and protecting vulnerable people

3.3.1 The overall approach and purpose of the Neighbourhood Cares pilots is to test and learn the best way to support and protect vulnerable people.

4.0 SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

4.1.1 The Neighbourhood Cares pilots have an allocated budget :

4.2 Statutory, Legal and Risk

4.2.1 There are no significant implications within this category.

4.3 Equality and Diversity

4.3.1 There are no significant implications within this category.

4.4 Engagement and Communications

4.4.1 The Neighbourhood Cares pilots will establish a communications plan.

4.5 Localism and Local Member Involvement

4.5.1 Local Members will be informed if the Neighbourhood Cares pilots are planned to be delivered in their constituency and their involvement in the pilot agreed before it commences.

4.6 Public Health

4.6.1 The aim of the Neighbourhood Cares pilots is to ensure a better coordination of health and social care service for the people in the communities the pilots are delivered in. To ensure that the right support and services are delivered at the right time in the right place and enable people to make choices about the way they are supported to live well and independently.

Source Documents	Location
None.	