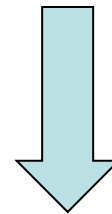
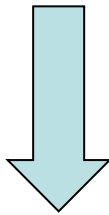


# Policy Direction, Challenges, Developments and Opportunities in Social Care

Henry Simmons  
Alzheimer Scotland

# Policy developments

- SELF DIRECTED SUPPORT STRATEGY
- CHANGING LIVES
- RESHAPING CARE
- CARERS STRATEGY
- LONG TERM CONDITIONS STRATEGY



***PRINCIPLES OF PERSONALISATION***

# Supported Living

- Support people to get a life and good outcomes
- Use good person centred practice
- Develop natural supports
- Enable risks
- Develop relationships
- Reduce and remove paid staff support
- Understand behaviour that presents a challenge and develop creative alternatives
- Liberate people from the system and personalise their support

# How far have we achieved this?

- No doubt in many cases people have a good life
- Many others do not
- Highly staffed support still common
- Created many new dependencies
- Costs of 24hr support now through 100K
- Many people trapped in dependency cycle

Risk Aversion

Secure Zone

X

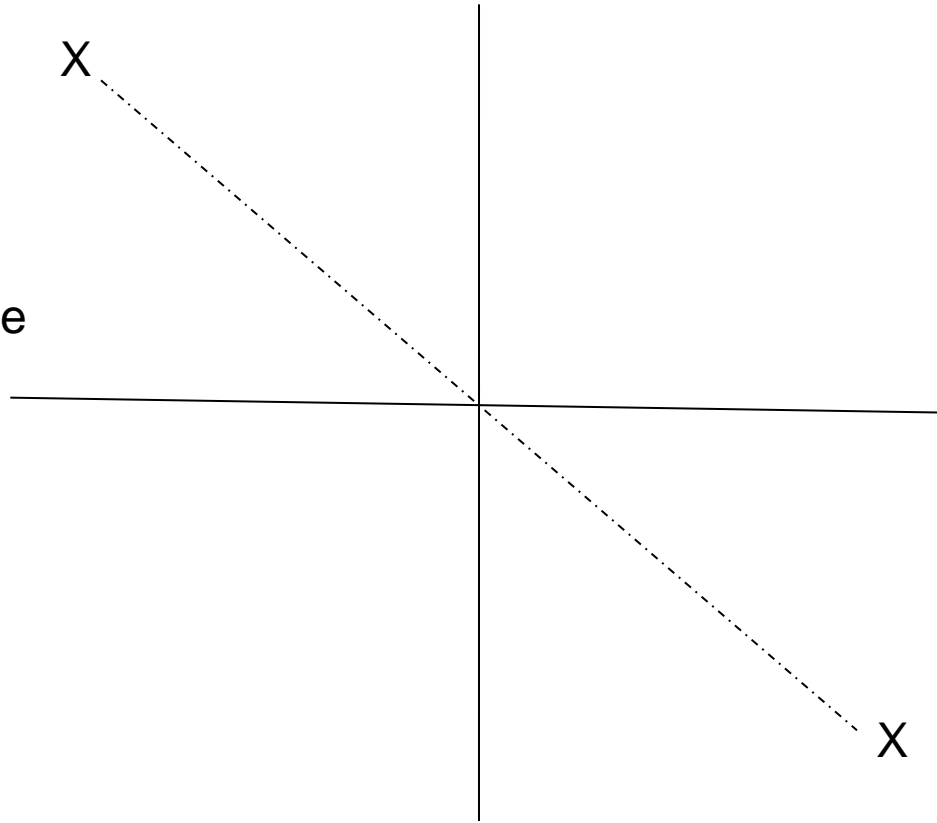
High Static Volume

Low variable volume

X

High Risk  
Zone

Risk Enabling



# Commissioning SL

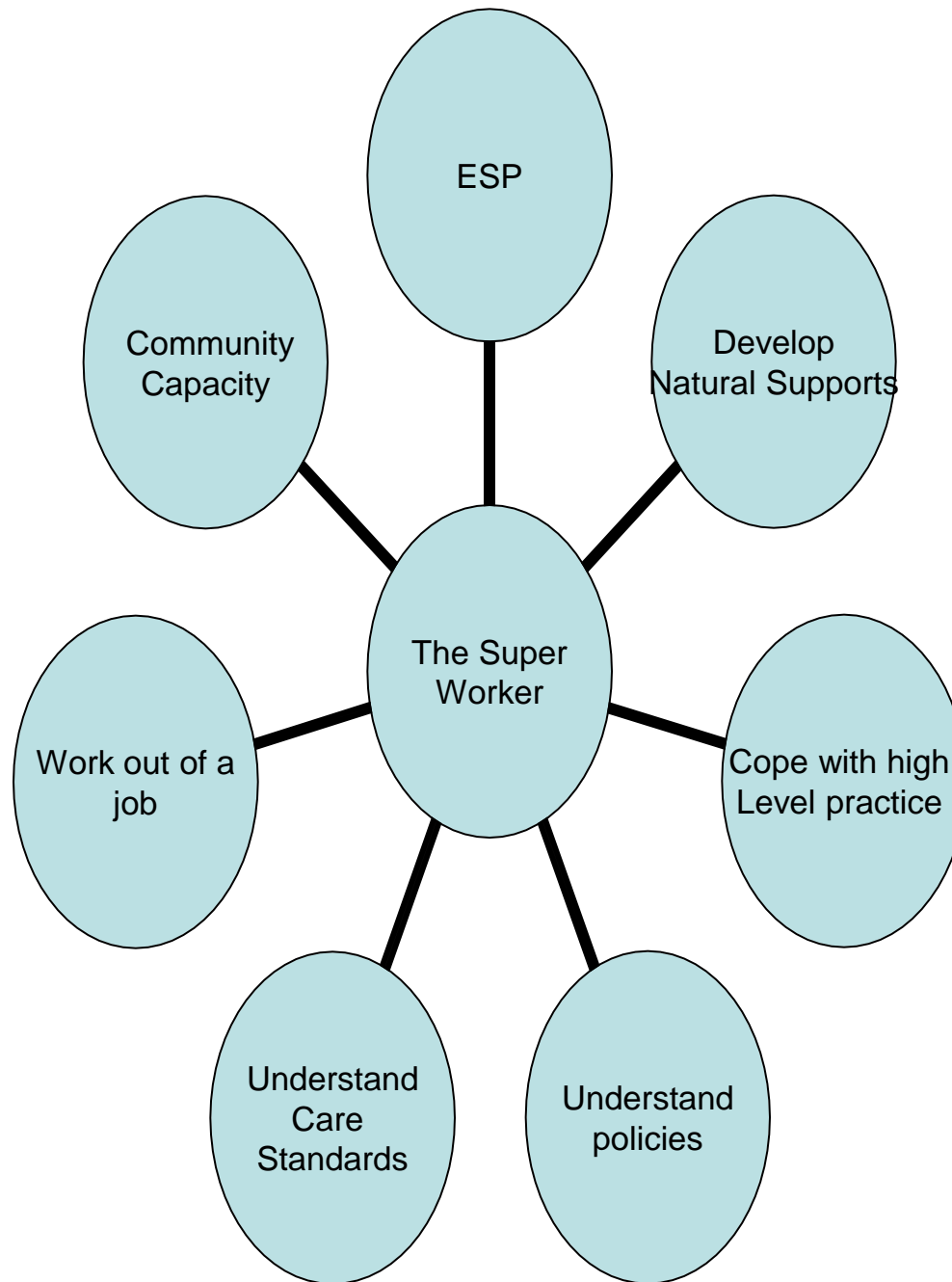
- BASED ON HOURLY RATE PROCESS NOT OUTCOME PROVEN
- CREATES AN INBUILT VOLUME DEPENDANCY – 1000 HOUR BLOCKS
- IMPOSSIBLE TO DETERMINE OUTCOME DIFFERENTIATION VIA TENDER PROCESS
- DISCONNECTED FROM CONSUMER OUTCOMES
- DISCONNECTED FROM FRONT LINE STAFF
- DIAMETRICALLY OPPOSED TO PRINCIPLES

# Providers

- Management support volume dependant
- High aspirations – low capacity
- Front line staff main outcome achievers
- Community connection and capacity not easy to access
- High level of regulation demand
- High administration and management demand to service staff structures
- Practice drift and isolation can occur
- Need for security in volume
- Risk aversion inevitable

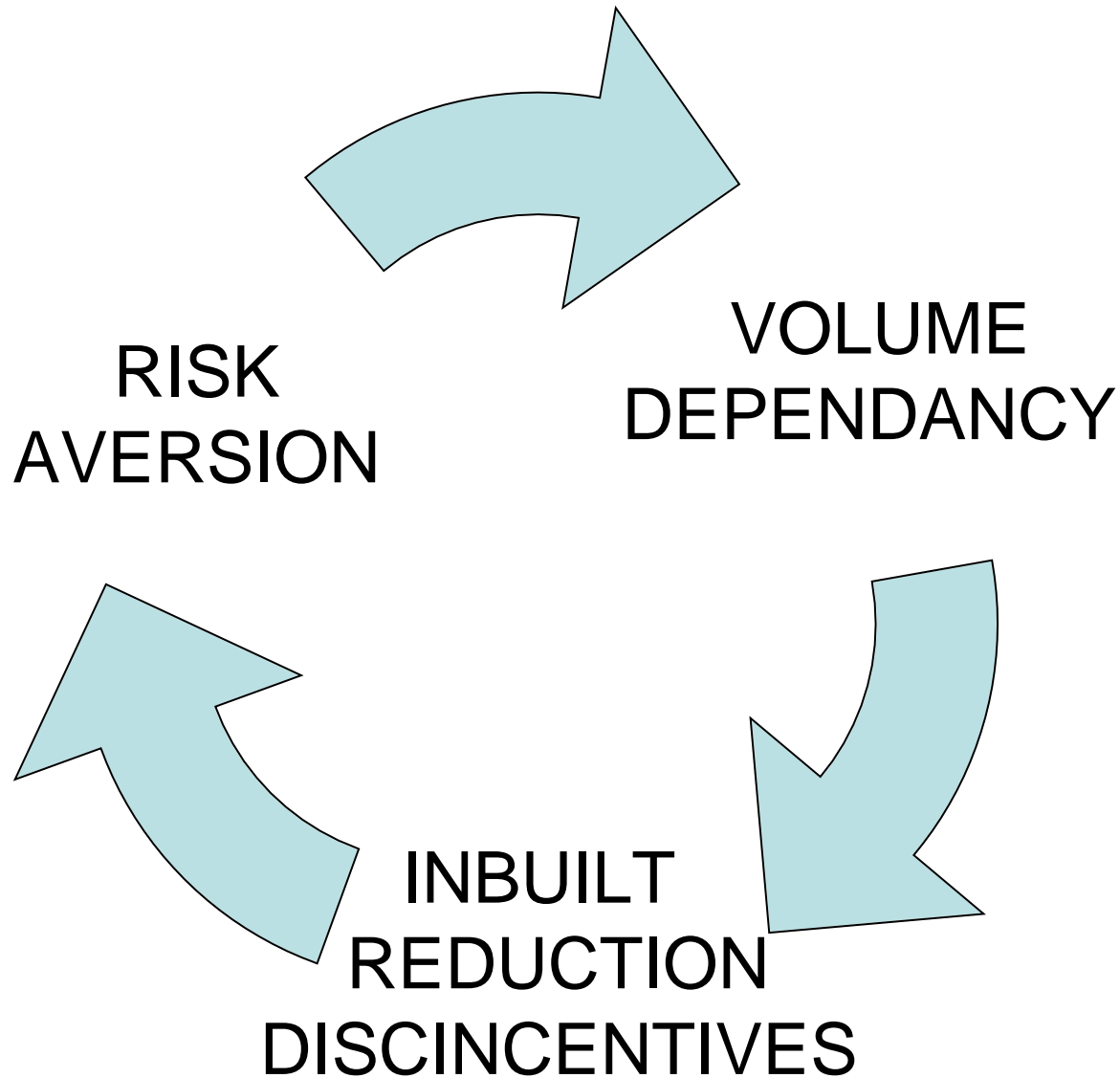
# Care Management

- Disconnected from commission and outcome design
- No social work interventions part of support
- All about getting value from provider and monitoring
- High expectation of providers
- High level of stakeholder pressure
- Disconnected from practice
- Public perception and blame cultures
- Inevitable high risk aversion



£6-8 ph

# LOCKED- IN SERVICE CYCLE



# Can we unlock from this?

- Honest appraisal of each part of problem
- Chipping costs and terms not the answer
- Blaming/defending/protecting will not work
- Re-tendering - short term change long term same problems maybe worse
- Need to avoid economy of scale drive and finance driven practice
- Get rid of consultants and rhetoric

# 3 Separate Strategic Requirements

3 key groups

1. People and families who are entering the system
2. People and families we are building towards significant dependency
3. People and families we have already increased dependency with

# People who are entering the system

- Personalisation is the key
- New expectation and individual commissioning
- Individual budgets
- Empowering social work/ health team
- Outcome based focus - No hours/ no block contracts
- Entirely individual and personal
- Open to registered providers and individuals
- People and families in control

# People we are building towards further dependency

- Open and honest dialogue
- Organisations and commissioners both caught up in systemic failings
- Needs a three year transformational plan
- Agreed minimum management
- Agreed community capacity development and inputs
- Remove disincentives, achieve objectives and then stand or fall on quality and choice of individuals

# People we have already increased dependency with.

- Do not decrease staff t&c increase them
- Get rid of hour concept and volume dependency
- Not only provider problem – whole system solution required
- Increase skill level and reform entire approach
- Get back to social work – empower, advocate, engage, enable, build community capacity
- Needs families on board and meaningful alternative local models
- Not for everyone – only highly committed

# Don't be ridiculous

- Current 24 Hour Support
- Average costs 100k plus
- Average salary 13-14k inc Sleepovers
- Average hours 39
- Self employed 3 person team
- 25K each
- 2.5 Days Live in
- 5k facilitation costs
- 20k saving
- Increase value
- Empowered staff outcome based