



Adult Social Care Operational Remodelling (ASCOR)

What does it mean?

The ASCOR project was launched with your managers on 13th November and will affect the way we organise and deliver our operational services, building on our strengths and addressing areas for further development.

The Adult Social Care Leadership team will oversee the project which will develop and support the implementation of change in operational services, including the following areas:

- Integration of learning disability, physical and sensory and older peoples care management models (i.e. affecting CDP/CCTs/LD teams)
- The transition of safeguarding staff to operational teams and streamlining of processes
- Implementation of principal Operations OT and SW roles
- Revised arrangements for the management of the retained in-house services
- Consideration of 7 day working to support hospital discharge

In conjunction with the Care Act project:

- A “refreshed” care pathway for the Care Act, including clarity re. role of Care Direct and Care Direct Plus and roles of Brokerage, Personal Brokerage and Direct Payment support.
- An enhanced front line workforce and revised managerial arrangements to be able to respond to Care Act requirements

The changes will take place over a period of up to a year on a planned and phased basis so that any impact on service delivery is minimised.

Why is it being done?

There are a number of significant changes to our context which mean that we need to review and further develop our operational services to better meet current and future requirements:

- The Care Act
- The council’s decisions in June 2014 to largely cease being a direct provider of services means that once the transition and closure programme is completed a different managerial arrangement is required.
- Conversely, the Council’s Social Care Reablement and Community Enabling services will need to further expand as key services in promoting independence and reducing ongoing services.
- The recent independent review of DCC’s internal safeguarding arrangements has recommended that key safeguarding staff are embedded in operational teams to further improve the effectiveness of our safeguarding responses.
- A range of National policy drivers, including the Better Care Fund require our integrated services to benefit our population and we know from National comparators that we have an excellent starting point in this regard.
- The recent evaluation of the Care Pathway changes, introduced last year, are now showing improvements in our productivity as a care management service. However we are experiencing significant operational pressures in relation to timely assessments and reviews, alongside other care management tasks with an increasingly complex user group.

- Building on the revised pathway we now need a more focussed approach to improving and assuring the quality of our practice.
- Recruitment and retention issues are now beginning to affect adult services and we need to take this opportunity to review our workforce skill mix and ensure we attract new entrants to the service.
- There remain inconsistencies in our working practices across different service user groups which affect both the people we work with and staff. To this end we will be considering the further integration of care management services for people with learning disabilities, people with physical and learning disabilities and older people to ensure greater equity of approach, best practice and to promote the resilience of local teams.

How can I contribute?

- Regular information will be provided to managers and staff, read and think about the information. This newsletter will be the main vehicle for communication.
- Feedback comments to your manager
- Participate in team discussions regarding the remodelling

There will be an initial exercise in December to draft a working example of the proposal for a given area of Devon (North) following this event further information will be available.

The **Operational Staff Reference Group** meets monthly and will be regularly discussing the remodelling, each area has a representative, please feedback or discuss your thoughts with them.

There will be a dedicated **mailbox**, where you can email your comments. E-Mails will be used to develop frequently asked questions as well as informing the project group of local thoughts ideas and issues.

Project members will be available to facilitate team or service discussions. These will in the first instance use existing meetings, e.g. cluster managers, social care leadership, learning disability leadership group, safeguarding adults team meeting, but can also be individually arranged for distinct services. Please direct any request to the mailbox.

There may from time to time be additional events to discuss options and ideas as they emerge, these will be publicised through this newsletter

Where can I find more information?

More information is available at the following link:

<http://staff.devon.gov.uk/adult-care-management/asc-operational-remodelling.htm>

Who do I ask if I have a specific question?

Please use the dedicated mailbox (adultsocialcareoperationalremodelling-mailbox@devon.gov.uk) for any questions or ideas you may have.

Source: Adult Care Management & Social Care Commissioning – Change Delivery