Adult Social Services Overview

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Norfolk County Council Adult Social Services

Our context



- Emerging from an extremely challenging period
- People are waiting longer than they should for our support creates 'holding lists' which then take time to prioritise and constantly review
- Recruiting and retaining staff
- NHS demand particularly around hospital discharge
- Norfolk's care provision too many providers requiring improvement; recruitment and retention, and inflationary costs
- Pandemic stalled our focus on strengths-based working
- National context aspects of social care reform delayed; squeeze on public sector finances; re-introduction of external inspection by CQC

Our priorities



- Addressing how long people have to wait
- Investing more in recruiting and retaining our staff; investing in their wellbeing
- Reinvigorating strengths-led working what matters most to this person, and how can we help them achieve it?
- Changing how we commission home care the bedrock service of supporting people to live independently
- Working with, not doing do providers to call out and address quality issues
- Pump-priming new housing options for over 55s and for younger disabled people
- Building back ways of engaging and listening and co-producing

Connecting Communities



Health

ailable

Initial Engagenene

Support

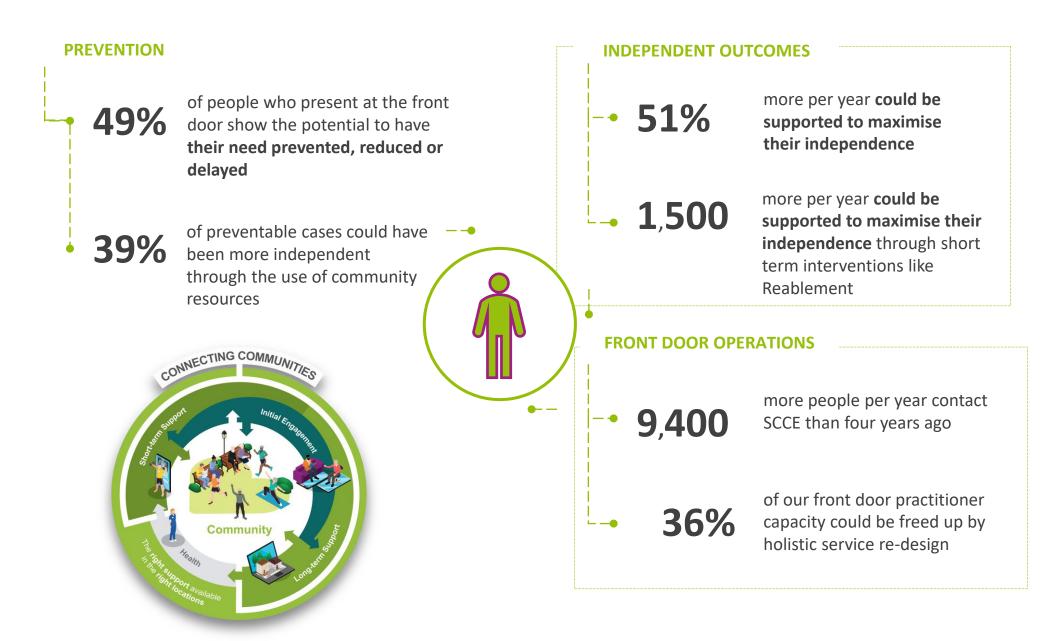
CONNECTING COMMUNITIES



Norfolk County Council Adult Social Services

The evidence that change is needed









We want to help people stay independent for longer, as well as prevent, reduce and delay formal care

Initial Engagement

We are refreshing our front door so people can contact us when they most need us. So that our Front Door teams enable more independent outcomes

Short Term Services

We want to be able to offer more effective short term services, like reablement, to everyone we support. No one should enter homecare without reablement if they could have benefited from it.

Social Care Practice

Ensuring that adults in Norfolk get appropriate support to lead an actively independent and connected life in their community, in the best setting for them.





Initial Engagement

We will make every contact count so that more people have the knowledge and connections to live well for longer

- Ease pressure at our front door service SCCE. So that the Care & Assessment line is open and no one contacting us today is waiting tomorrow
- Promote prevention and continuous improvement o that our Front Door teams enable more independent outcomes
- Improve access to the community so more people have the knowledge and connections to stay independent

Short Term Services

We want to be able to offer more effective short term services, like reablement, to everyone we support.

- No one should enter homecare without reablement if they could have benefited from it.
- Supporting more individuals with reablement



Environment for Social Care

Ensuring that adults in Norfolk get appropriate support to lead an actively independent and connected life in their community, in the best setting for them.

- Reducing the need for long term services by linking people with their community
- ✓ More people start a homecare package that is the right size allowing them to live as independently as possible
- ✓ Supporting people to be in their own environment for as long as possible

Engagement with people who use our services



- Our engagement has been fragmented projects, pockets of work, but no strategic oversight or direction
- We are getting our house in order bringing together:
 - Practical tools and guidance for our teams
 - A single view of engagement activity
 - An internal gateway to ensure quality and consistency
 - Effective and consistent feedback
 - Training and development aided by Making it Real

• Our 'anchor' engagement partnerships



- Making it Real co-production advisory board
- Learning Disability Partnership
- Autism Partnership
- Carers Voice
- Charging Reference Group
- Older People's Strategic Partnership
- Norfolk Care Association (NoRCA)
- Adults Voluntary Sector Network informal

Key activities for the next six months

- Putting people at the heart of commissioning: follow up from Cawston Park inquiry
- 2. Home care engagement
- 3. Autism prevention service design
- 4. Seeking feedback from people who live in Housing With Care
- 5. Supported Living shared lives scheme
- 6. Co-production with LD providers for new day services framework



 Voice of people through providers – Healthwatch commissioned to undertake some work to support improved quality in care provision

8. DRE Project – improvements to DRE process and information available, including co-production of DRE webpage

9. Charging Reference Group work – engagement with disabled people about our processes and relating to charging for care

Questions and Answer Session



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