

Transforming Care – Transforming Lives

**Stuart Cowley
Director of Adult Social Care and Health
Wigan Council**



Changing World for Health and Social Care

Nationally unprecedented financial pressures – Impact on Local Authorities, providers, workforce, people and families

In Wigan the 2015/16 Adult Social Care & Health Budget is £92m, representing over 30% of the Authority's total budget.

£25m reduced from the budget since 2011/12 with additional savings required to 2020.

Plus: Rising & unfunded demand of circa £2.3m year on year.

Plus: New requirements and responsibilities of the Council.

Represents an unprecedented affordability challenge for the Health and Social Care.

Legislation mandating joined up approaches – Care Act/Children and Families Act/SEND Reforms for Education/Health Care Plans (EHC)

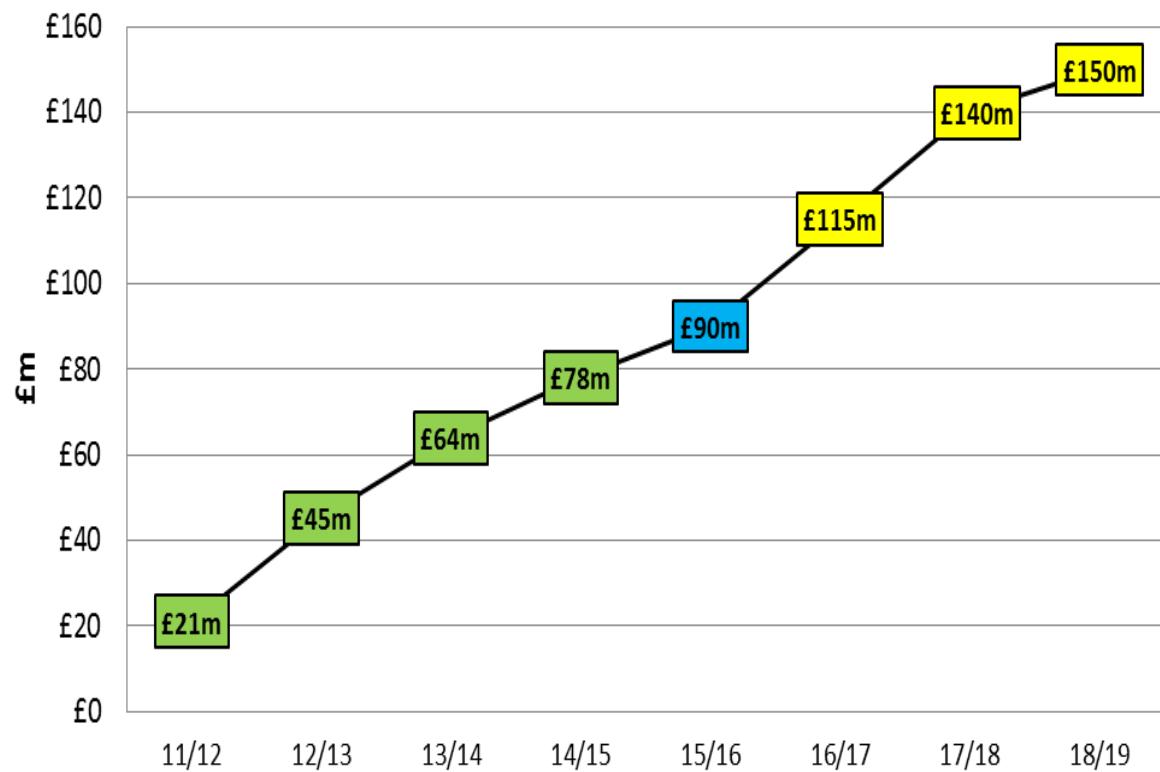
Services must simultaneously respond and change to deliver better lives and opportunities for children, young people, adults and families.

Time to think differently and radically



The Scale of the Financial Challenge:

Current & Estimated Future Savings for Wigan Council



Achieved	
In Progress	
Estimated future savings as of Oct 15	
Savings per Year	
2011/12	£21m
2012/13	£24m
2013/14	£19m
2014/15	£14m
2015/16	£12m
2016/17	£25m
2017/18	£25m
2018/19	£10m

Taking charge of our health and social care in Greater Manchester



in Greater Manchester



GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

in Control[®]

Our collective ambition for Greater Manchester

- GM has a history of ambition and cooperation
- City region to become a place which sits at the heart of the Northern Powerhouse
- Skilled, healthy and independent people are crucial to bring jobs, investment and prosperity to GM
- We know that people who have jobs, good housing and are connected to families and community stay healthier
- We need to take action not just in health and social care but across the whole range of public services so people can start well, live well and age well

GM Devolution – Background

- Greater Manchester Devolution Agreement settled with Government in November 2014. Powers over areas such as transport, planning and housing – and a new elected mayor
- Ambition for £22 billion to be handed to GM
- MOU Health and Social Care devolution signed February 2015: NHS England plus the 10 GM councils, 12 Clinical Commissioning Groups and 15 NHS and Foundation Trusts
- Greater Manchester is taking charge and taking responsibility – in a historic first, devolution is handing the power and responsibility over to the people and the 37 local authorities and NHS organisations, primary care and other partners
- Local H&SC decision makers take control of estimated budget of £6 billion from April 2016

Potential benefits

We are aiming for some big benefits for the people of GM by 2021, including the following (and more will be developed in the coming months):

- 1,300 fewer people dying from cancer
- 600 fewer people dying from cardiovascular disease
- More children reaching a good level of social and emotional development with 3,250 more children ready for the start of school aged five
- Improvement in school readiness rates by 5% in 5 years
- A 9% uplift in employment outcomes for the long-term workless in GM
- Parity of esteem for mental and physical health sufferers
- Supporting people to stay well and live at home for as long as possible, with 2,750 fewer people suffering serious falls

Where are we focussing our efforts?

A fundamental change in the way people and our communities take charge of, and responsibility for, their own health and wellbeing



Ten Locality Plans

Plans are being finalised locally...



April 1st 2016 – Go live

Taking Charge Together – Residents and Communities in Greater Manchester now having their say on the proposed plans.



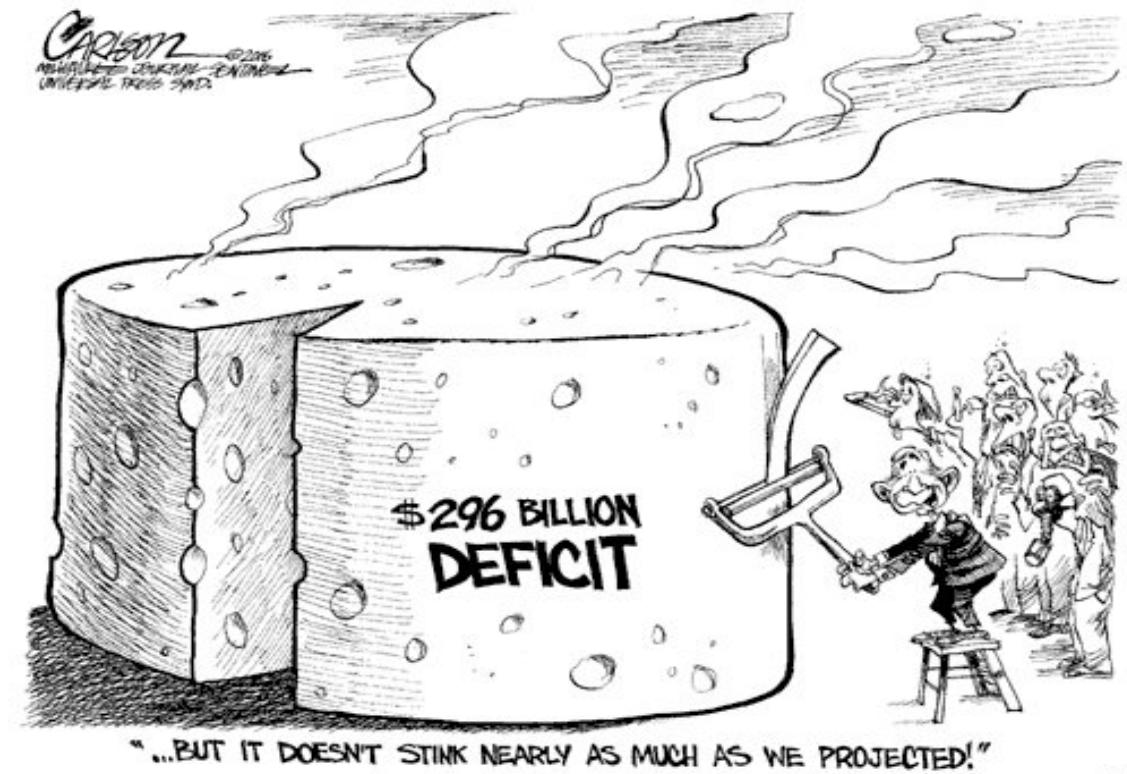
Wigan – Our Vision

- **Wigan Council – Reshaping and Reforming Public Services**
- **Supporting Residents to Start Well, Live Well and Age well**
- **To Achieve this vision we need to work together with residents, partners and communities**

Asset Based Approach

Assets

v Deficits



in  Control[®]

Making it happen: it's simple but profound

The principle of the approach is to reduce dependence on traditional health and social care services and support individuals to have greater choice and control and increased connections with local community provision.

'Different conversations' with residents to better understand individual assets, recognising strengths, gifts and talents using an ethnographic approach, rather than current deficit model

'Know your community' to respond to needs:

Connecting people with **community solutions**

Developing **community capacity** -through co production, different relationships, asset transfer.

Developing new ways of working – giving the workforce permission and support to be innovative and creative, in return for a pledge to be positive, accountable and embrace new ways of working.

Different Conversations

- Having an open mind
- Conversation about what is important to their lives
- Considers the whole person, their life story, family, social networks, environment , health and wellbeing
- Move away from formal assessment and pre-conceived ideas
- Asset model – exploration of gifts and talents



CONVERSATION TOOL

A GUIDE TO SUPPORT
ASSESSMENTS



What I am good at or interested in...

Opportunities to make friends and talk to others who live nearby, who I would never have met.

Time to get to know me and build trust...

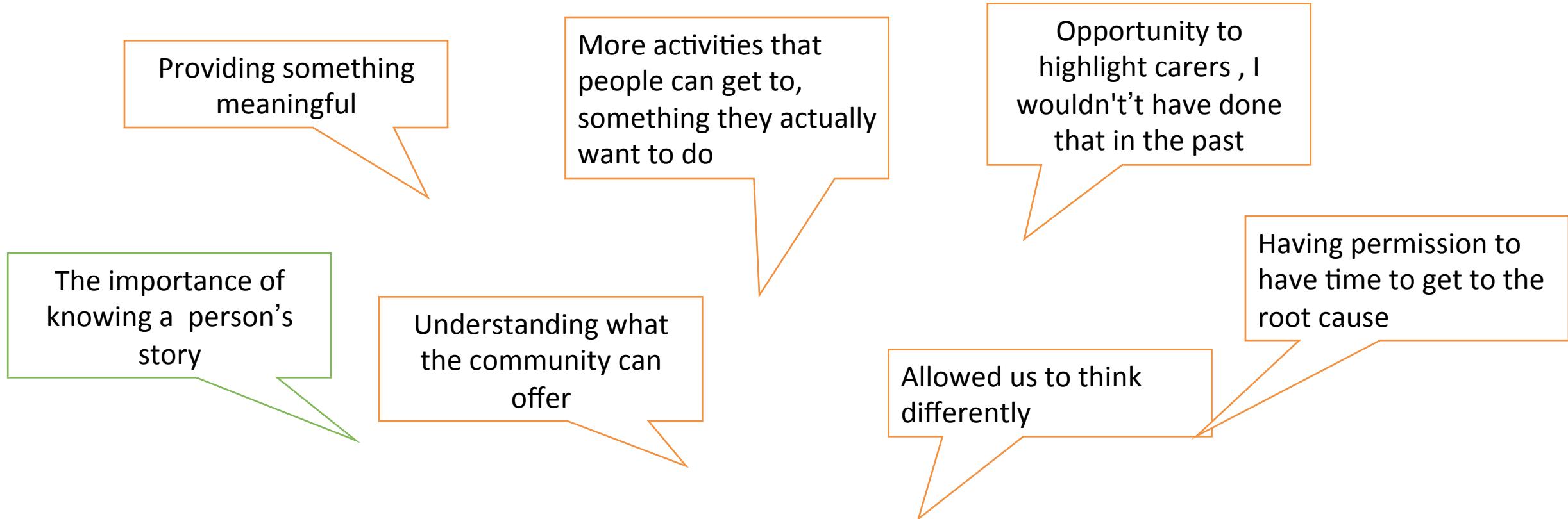
Your visit was different to others, as you talked about what is important to me

Helped me feel active and healthy

Suggestions and ideas I wouldn't have thought of..

Me, still being me

Different conversations- what does it really mean for residents, service users, carers?



Different conversations- what does it really mean for frontline staff?

Know your Community

- Take notice of your local area
- Connecting people with community solutions for example Arty Crafters rather than traditional Day Centre's
- "Know your Community Tours"
- Community Knowledge Officers
- Community Book - Online Directory/E-Market Place
- Sharing information
- Developing community capacity through co production, different relationships, asset transfer





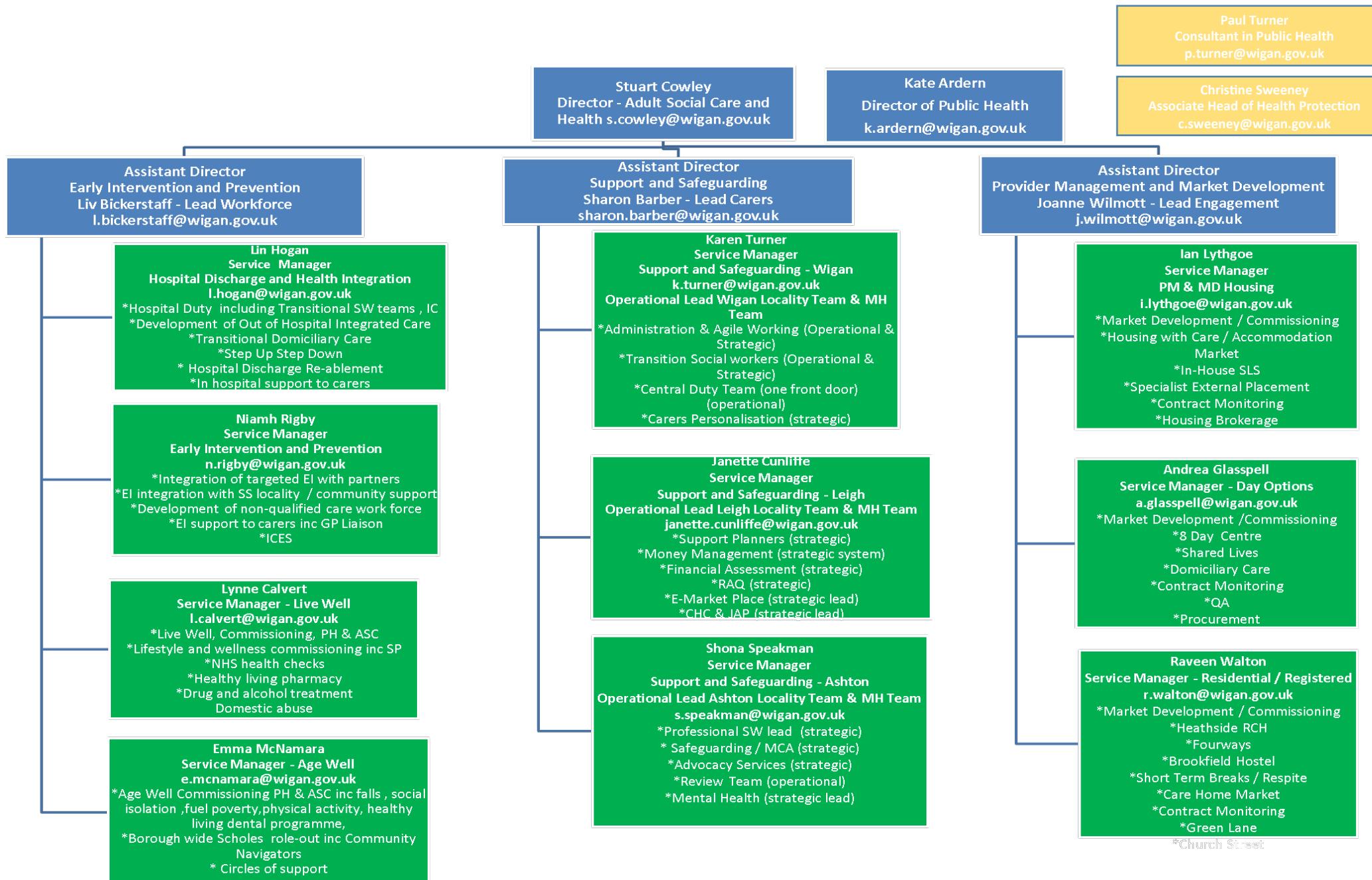
Sunshine House Community Hub



- Vibrant community hub - strong local knowledge & flexible provision
- Capacity to grow and take ownership
- Secured Community Investment Funding
- Expanded the community use and widened offer to people with health & social care need - dementia reading group, mental health friendship group.



LEADERSHIP REDESIGN – RIGHT PEOPLE, RIGHT ROLES – BEHAVIOUR CHANGE



Changing workforce behaviour at all levels

Be positive in your approach

Embrace working differently, including the use of new technologies

Take personal accountability for results and improved outcomes for residents

DEAL BEHAVIOURS

Our Part WORKFORCE	Your Part RESIDENT / COMMUNITY
BE POSITIVE AND ENGAGED	
Give your best every day	Trust we are ready to listen and change
Care about your work	Care about your community
Believe in the borough	Believe in the borough
BE OPEN TO DOING THINGS DIFFERENTLY	
Be prepared to have a different conversation	Be open minded to our new approach
Work with new technologies	Tell us how technology can help
Know our communities better	Tell us what works, what could be improved
Work with people, not do to or for people	Be willing to work with us
Seek local solutions first	Work with us to innovate locally
BE PERSONALLY RESPONSIBLE FOR RESULTS	
Try to sort it out first time for people, solve it yourself with people when you can	Tell us how to we can change the way we work with you to build relationships and trust
Be clear why and when someone else takes responsibility on	Understand we can't always stay involved personally and community often best lead
Raise it when the way we approach work gets in the way of you being able to deliver results	Raise it when the way we approach work gets in the way of you being able to deliver results
Make sure you tell someone if you're worried, and that you know what's being done	Make sure you tell someone if you think people aren't safe

Working in Partnership Adult Social Care and Health and Children and Families

- The Deal for Children and Young People – Asset Based Approach Designed in Partnership with Adult Health and Social Care
- The Deal for Carers – Investing in and supporting all carers incl. young carers, carers of children with disabilities and complex needs
- Joint Transition Programme co-produced between parents, providers, Adult and Children Services
- Positive Stories from Children, Young People and their families about impact of the different conversation, focus on assets, gifts and talents

The Deal

for children and young people



Our part

- Support you to learn and grow and achieve your goals
- Put you at the heart of your community
- Help you to be safe and secure
- Encourage you to be healthy and active
- Make sure we listen to you
- Keep the borough clean and green
- Promote equality
- Believe in you

Signed

A handwritten signature in black ink that reads "Jo Platt".

Cllr. Jo Platt, Cabinet Member for Children

Your part

- Be the best you can be
- Get involved in your community
- Tell someone if you don't feel safe
- Care for your health and stay active
- Share your views with us
- Recycle more and respect the environment
- Respect difference
- Believe in yourself

Signed



[WiganCouncilOnline](#)



[wigancouncil](#)



[@wigancouncil](#)



[wigan.gov.uk](#)

The Deal



Our part

- Offer an assessment that identifies your needs and provides support.
- Give adequate support and information to consider your employment options.
- Enable you to continue in your caring role
- Provide you with information and advice
- Help you to access knowledge and services
- Listen to your views.
- Understand and value your caring contribution
- Provide choice and control over budget and the support you access.
- Give you access to new opportunities

Signed

Lord Peter Smith of Leigh, Leader of Wigan Council

Your part

- Get the support you need to enable you to continue in your caring role
- Make informed choices about remaining in or returning to employment.
- Take care of your health and well being so you can be the best possible carer
- Share your ideas with Carers Organisations and the Council.
- Be open and frank with our staff.
- Promote the independence and the voice of the person you care for
- Advance planning to avoid crisis calls
- Be open to new ideas and doing things differently

Signed

Support for Carers

Does the person you care for live in the Wigan borough?

A Carer is a person who looks after a family member, relative, partner, neighbour or friend who needs help due to ill health, old age, disability, drug or alcohol misuse or who has mental health problems.

Though support is available to help Carers, many continue to struggle and don't know where to find the help they need.

Contact us to see what is available in Wigan and Leigh. We want to make sure you don't feel isolated and unable to cope, but have the support you need and deserve.



Training, Therapies,
Activities



Carer Assessment, Support
Plan and Personal Budget



Peer Support and
Befriending



Welfare, Benefits and
Debt Advice



Support and Groups on
Social Media



Carers Reference Group
and Training Fund



Support with a
Healthy Lifestyle



Carers Discount
Card



Cheaper Gym Rates

For more information, visit wigan.gov.uk and search 'Support for Carers'

We would like to say thank you for the generous offers of support and the commitment we have had from the businesses who have contributed to this scheme.

Contact Us

If you have any ideas or suggestions as to how we can improve and expand the scheme then please get in touch with us – with your support we can continue to make this grow.

If you have any queries about the card or wider services available for carers, you can contact the following:

Wigan & Leigh Carers Centre

01942 705959 or info@wiganandleighcarerscentre.org.uk

Wigan & Leigh Young Carers

01942 679352 or info@walyc.org.uk

Or visit wigan.gov.uk and search for 'Support for Carers'

Thank you to our Young Carers who created the special artwork inside this leaflet!



SUPPORTING CARERS
In Wigan and Leigh

Carers Discount Card



SUPPORTING CARERS

In Wigan and Leigh

Wigan & Leigh
Young Carers

WLCC
Wigan and Leigh Carers Centre

Wigan
Council

NHS
Wigan Borough
Clinical Commissioning Group

Examples of Young Adults Stories in Wigan

- AB left full time college in June 2015 and was working with social worker to plan next steps. She lives with her Mum and younger sister and has a learning disability and cerebral palsy.
- Through a different conversation, considering her talents and aspirations she expressed that she wanted to work in the caring field, supported to explore support opportunities and identified (Launch Pad) a local provider able to offer supported internships and guidance to get into employment. She was also supported to undertake some independent travel training.
- AB is currently on placement at the local Hospital and loving it, she is working with colleagues and the provider to move to the next step and gain a full time paid carer job. AB also travels independently via public transport to her job and Launchpad. She is more confident , enjoys her new independence and excited about the future and permanent employment.
- KT left full time college in June 2015. He is a young man with a diagnosis of Asperger's and OCD and lives with his parents and younger brother. As his course was coming to an end he was referred to a social worker as he had no plans for the future as he was unable to secure employment due to his condition. KT had no friends or social contacts apart from his immediate family and felt very isolated.
- Through a different conversation it was identified that he had an interest in photography/filming. The local Media College was suggested combined with some personal support from a PA to support better connections to the local community. KT made new friends at college and grew in confidence . He also clicked with another young man who was also in a similar situation to himself. Through further conversations arrangements were made for them to meet outside of the college to access a variety of leisure activities. KT no longer needs PA support to reduce isolation and connect to the local community as he has developed a natural friendship and a wider circle of friends, which has increased his confidence, self worth and reduced his anxieties.

Examples of Young Adults Stories in Wigan

- **SF left full time education in June 2015 and was considering attending a local community based day support service. SF has a learning disability and lives with her parents and sisters.**
- Through a different conversation it was clear that she had a passion for animals and would love to work in this area. Through exploring what was available in her local community SF enrolled on a 'caring for small animals' course to help her gain the necessary skills to work in this area. Discussions also took place around supporting her develop connections and friendships and was considering employing a PA to support her at weekends. However, after being introduced to Wigan Youth Zone she now regularly attends and has made a number of new friends in a natural fun environment , in a place which she feels confident and safe. SF's personal budget amount is £179.67 however the cost of her service is £0
- **BF is a young adult who has significant visual impairment and autism.**
- Through giving the workforce the permission to work creatively and embrace technology, the conversation with BF identified how a 'tablet device' could transform BF experiences and contribution and connections with her friends. The tablet is a 'talking tablet' which enables her to choose the colour of clothes, read texts and e mail people. She is excited to be learning new technical skills that are helping her to feel better connected and independent. The Deal approach has the young girl to be in line with her peers using the latest gadgets and importantly making a difference to her being part of the wider world and local community.

WIGAN'S JOURNEY – IN EVERYTHING THAT WE DO - WE WILL KEEP CHECKING WE ARE GETTING IT RIGHT

- Social Care and Health Structures Transformed – Customer Journey, Public Health, Start Well, Live Well, Age Well
- Right Roles, Right People, Right Skills
- Learning and Development Programme – Whole Workforce – Asset Based Approach
- System and Processes Redesigned – Conversation Tools, Assessment Tools, Support Plans
- IT Care Management System Future Proof – Mosaic Implementation
- Market Development and Quality Assurance – Community Investment Fund
- Emarketplace – Innovative Partnership – Intuitive, Intelligent Search/Matching Facility
- The Deal for Providers – Working in partnership with ethical providers
- The Deal for Carers – Supporting and Investing in Carers
- Continue to Work With Children and Families to ensure well aligned and smooth customer journey.