

Better Lives



The national crisis in social care

- An ageing population with increasingly complex needs
- Austerity – massive underfunding by Govt, and delays in promised Green Paper and reforms
- Many local authorities in chronic financial situation
- Some major providers failing – Allied, Four Seasons (though none in Bristol)
- Pressure on acute hospitals “delayed transfers of care”, media focus on that being a social care issue
- Workforce: vacancy rates, attracting young people, impact of Brexit

Vision for Adult Social Care in Bristol

**People can get the right help
at the right time to promote
independence and to prevent,
reduce or delay the need for
long term support.**

Thinking Behind Better Lives

- Recognition of the budget pressures on care management
- Mainly because we are supporting the right numbers of people but in inappropriate settings at too high cost
- Lack of home-care in some areas, high turn-over of staff, recruitment and retention issues raised by home-care providers
- Hence focus on managing demand and price and building a 'strengths based approach'
- Refocus on building "Tier 1" and "Tier 2" options to provide care when needed but not as a long term solution
- Reduce numbers in "Tier 3" services (residential and nursing care)
- Solution across adults and older people services
- Number of cross-cutting workstream supporting the work



The 3 Tier Model for Care and Support

Promoting Wellbeing

Early Help and Prevention, enabling people to live more independently for longer

Working with communities to help build and sustain local orgs

Delaying or avoiding the need for more intensive, higher cost care and support

Help to Help Yourself (Tier 1)

Accessible, friendly, quick, information, advice, advocacy, universal services to the whole community, prevention

Help when you need it (Tier 2)

Immediate help, could be short term, avoiding admission or longer term, transition from child to adult services or disabled adult leaving parental home. Minimal delays, no presumption about long-term support, goal focussed

Help to Live Your Life (Tier 3)

Self directed, personal budget based, choice and control, highly individualised

Safeguarding

Right skills, right people

The Pathway

1. Citizens will have access to a wide range of **community based support and assistive technology** which keeps them **safe** and **living independently** for as long as possible.

2. Through **strengths based conversations**, citizens will be supported to identify what is available within their **community** to maintain their independence. They will also be **guided to the most appropriate alternative support** (e.g. reablement/assistive technology/ occupational therapy/full assessment of their care needs).

3. Through strengths based conversations, **support needs will be clearly identified and target outcomes agreed** with the adult and their family/ carer. Proportionate support that maximises their potential for independence will be identified.

Pre-contact
(community offer)



Assessment



Residential /
nursing based
support



Front Door
(Care Direct /
hospital
discharge)



Home based
support



Review

4. More citizens will be supported to **maintain / improve their independence and wellbeing** through: **reablement; outcome focussed home care; occupational therapy and assistive technology**.

5. **More citizens will be supported to live for longer within their own communities**, leading to a reduction in the proportion of adults being supported by residential/nursing based provision for lengthy periods of time.

6. Citizens in receipt of support from adults social care will be **regularly reviewed against agreed outcomes** and supported to maintain / improve their independence.

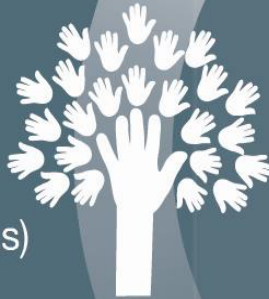
**Listening to what
matters to me**

(person-centred care and support planning)



**Recognising the
strength of my
communities**

(asset-based approaches)



**Solutions that
are more than
medicine**

(social prescribing)



**Designing my
own support**

(personal budgets)



Better Lives Delivery to Date

- **Bristol Price** introduced for Older People's nursing and residential placements (June 2018)
- **Home Care** rate increase approved (July 2018) with a subsequent increase expected in April 2019.
- **£1.2m Innovation fund** agreed for Home Care.
- We have deployed **400 smart phones** to ASC staff.
- In partnership with Housing colleagues, we will deliver two **Extra Care Housing** sites by the end of 2018, each with 60 units with BCC nomination rights (Haberfield House and Coldharbour Lane).
- Improving our **Information, Advice and Guidance** offer: Bristol's [Well Aware](https://www.wellaware.org.uk/) website <https://www.wellaware.org.uk/> has been [highlighted by MP Karin Smyth](#) in the House of Commons and is referenced as good practice in the Government's new [loneliness strategy](#);
- **New City-wide Reviewing Team** established to promote best practice around reviews based on a strengths based approach and increase the number of planned reviews. Trajectories indicate since this team came in to existence the total number of reviews and planned reviews has increased.



Better Lives: Impact on older people

Start of Better Lives

- Nursing Care: 728 residents
- Average weekly cost £900
- Res Care: 562 residents
- Average weekly cost £1,063
- Home Care 1,080 users
- Average weekly cost £206
- Average h/c package 13.9 hrs per week

Now

- Nursing Care 648 residents
- Average weekly cost £750
- Res Care: 532 residents
- Average weekly cost £725
- Home Care 1,100 users
- Average weekly cost £209
- Average h/c package 11.9 hours per week



Lessons learned

- The approach works but is not fast-moving and is not a 'quick solution'
- However the final outcome should give more stability and resilience in comparison to short term fixes
- Focus to date on older people and DTOC, but now need to prioritise adults of working age
- Wider health system engagement needs further development

Multi-Dimensional Programme

- Older People
 - Progress has been made but is steady rather than speedy
 - Final pieces of the system are coming on stream
- Adults of Working Age
 - Major priority for next phase of work
 - Focused and targeted set of actions are developing
- Preparing for Adulthood
 - Increased financial pressures
 - Equally significant set of actions needed

Underpinning Programmes

- Assistive Technology
- Front Door demand management
- Mobile Technology
- Better Lives at Home (including Extra Care Housing increase)
- Community Offer/ Tier 1 and Tier 2 investment
- Home care supply and investment
- Home First/ investment in Reablement/ Integrated Care Bureau
- Market relationship management (Market Position statement)
- Reviews work
- Proud to Care www.proudtocarebristol.org.uk workforce development
- Ongoing partnership development (including links to Healthier Together)
- Individual Service Funds

In summary – our progress since March 2017

- **Retained** in-house Community Meals Service
- **Retained** three in-house Community Links Centres
- Continued to **protect** majority of “Supporting People” budget
- **Funded** Living Wage in all home-care contracts
- Implemented the “Bristol Price” **reducing** the amount we pay for residential and nursing home places