

## Case study -Lancashire County Council and Salvere CIC. Care and support planning

### Introduction

Lancashire County Council works in partnership with Salvere CIC (<http://www.salvere.co.uk/>, a community interest company working across the North West) to deliver personalised care and support planning in line with the Care Act (2014). The aim is to develop systems and contract arrangements to enable *all* care and support plans to be completed by Salvere, including what is locally known as “DIY support planning” - using creative ways to support as many people as possible to produce their own plans.

Salvere works in partnership with a small number of third sector organisations to help achieve this vision, through a network of support planners who help citizens look to the future and secure personal budgets to meet their needs, and develop care and support plans that set out how their budget will be used to achieve their goals and meet their needs.

### Background information

Lancashire County Council’s approach is underpinned by person centred processes that supports people from the point of contact and initial assessment through to comprehensive, statutory assessments (undertaken by the Council’s teams); individualised care and support planning (outsourced to Salvere); deciding how to take and manage a personal budget (through support provided by Salvere); and access to support that helps the person achieve the goals and outcomes set out in their plan (support also provided through Salvere).

Statutory assessments are therefore undertaken by council staff, through three teams working across the county. People assessed as eligible for social care funding and support are referred onto Salvere who undertake care and support planning within agreed timescales. The entire Care and Support Planning function is outsourced to Salvere apart from the most complex situations (when an Active Intervention worker employed by the council undertakes this role).

Salvere undertake a “welfare check” (initial review) after 6-12 weeks to ensure that support that has been arranged is working well, and helping the person to meet the goals/needs set out in their plan. Formal, statutory reviews are currently undertaken by the same Council team that completed the initial assessment, although the plan is for all reviews to be undertaken by Salvere as part of their wider support planning and brokerage contract from later this year.

### Findings

#### ***Detailed delivery arrangements for care and support planning***

Statutory assessments are currently completed by three Council teams, as follows:

- The adult social care team – essentially the frontline service including dedicated workers who undertaking screening/initial assessments, make referrals, allocate cases and seek to resolve queries as early as possible for people. If someone is

allocated to adult social care workers and assessed as eligible for adult social care funding/support they are then referred to Salvere for assistance with care and support planning.

- The active intervention and safeguarding team who look after more complex situations/issues including assessments and care and support plans for people with complex needs.
- The reablement team – who can be referred from and can also refer to Salvere directly. This team is being merged with the Adult Social Care team from February 2015.

The longer term aim (from Summer 2015) is for all assessments, care and support plans and reviews to be delivered through Salvere and their partners.

Salvere check that each person is well informed and knows what to expect from the planning process, and as a result of having a care and support plan. They decide who in their team or the wider network of support planners is best placed to facilitate the care and support planning process with the person. Salvere have developed consistent, person centred approaches for supporting people through the planning process which have been adopted by all those working in this partnership. Salvere maintain oversight, monitoring timeliness of plans as well as their quality and content, and ultimately the outcomes achieved through support put in place, including use of local community resources. Recent changes to local ICT systems (from ISIS to Liquid Logic) means that the council and Salvere share the same processes, information and outcome data. Salvere use a standard care and support planning template generated by the Liquid Logic (LL) system, as well as a “user friendly” person centred support plan used directly alongside and with the person (the same template that is used to enable people to develop their own plan).

Salvere staff undertake the initial review (“welfare check”) within 2-3 months of a care and support plan being put in place, with the exact timing determined by each person’s situation and plan. The system flags when each person’s review is due and the same person who facilitated the plan facilitates this review. There is an ongoing process of checking out what’s working and not working with the person and others involved to ensure the best possible support is experienced and outcomes achieved. Formal, annual reviews are currently undertaken by the council team that completed the assessment before referring onto Salvere, although the longer term plan is for all reviews to be delivered by Salvere.

### ***Financial and organisational considerations***

The tariff for completed plans agreed with the council is £75-£100 per completed plan and a full time member of staff completes 5 plans a week, with care and support planning visits last between 3-6 hours. Delivering to these timescales and tariffs is challenging in a large rural county, and it is recognised that it is difficult to disentangle care and support planning costs and delivery arrangements from other arrangements (e.g. brokerage, PA recruitment, choosing a provider, etc). However, the positive and open relationship between Salvere and their third sector partners and the council enables these challenges to be aired and explored on an ongoing basis. Practical delivery arrangements are coproduced between all of these partners, and it is understood that contractual and practical arrangements will need to evolve over time to ensure that people are well supported on an individual basis whilst ensuring consistency of outcomes and experience across the county.

602 (excl sub headings)

Solution

Everyone is offered a one page profile from point of contact and initial assessment onwards, to help them think about what's important to them and what support they might need. If their needs develop or a statutory assessment indicates more intensive support is needed, *"they're already well on the way"*.

If someone is then assessed as eligible for support, Salvere helps them complete a care and support plan building on this information and the interim support plan they receive from the council, including an indicative budget. They turn around care and support plans quickly to ensure things get moving. *"Salvere do technical things that social workers used to do to prevent being passed back to other teams"*.

A matching process ensures the best placed person facilitates the planning process, whether it's one of the Independent Living Advisors employed by Salvere or a support planner employed by one of their partners.

"DIY support planning" is actively promoted for as many people as possible with varying levels of support to achieve this. These are being piloted to find the most creative, enabling method for achieving this without resulting in undue burden for individuals and families.

Person centred reviews ensure that care and support plans are dynamic and enable each person to get the right support they need. Salvere checks the quality and creativity of plans including a "support plan of the month" that showcases great practice with others. More formal arrangements examine timeliness, experience and outcomes achieved including access to and use of local community resources.