A story towards transformed adult and community services

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Manchester City Council

The journey so far

Strategic commitment

- Manchester's community strategy – a key driver
- Adults Health and Well-being Board – agenda owned by partners

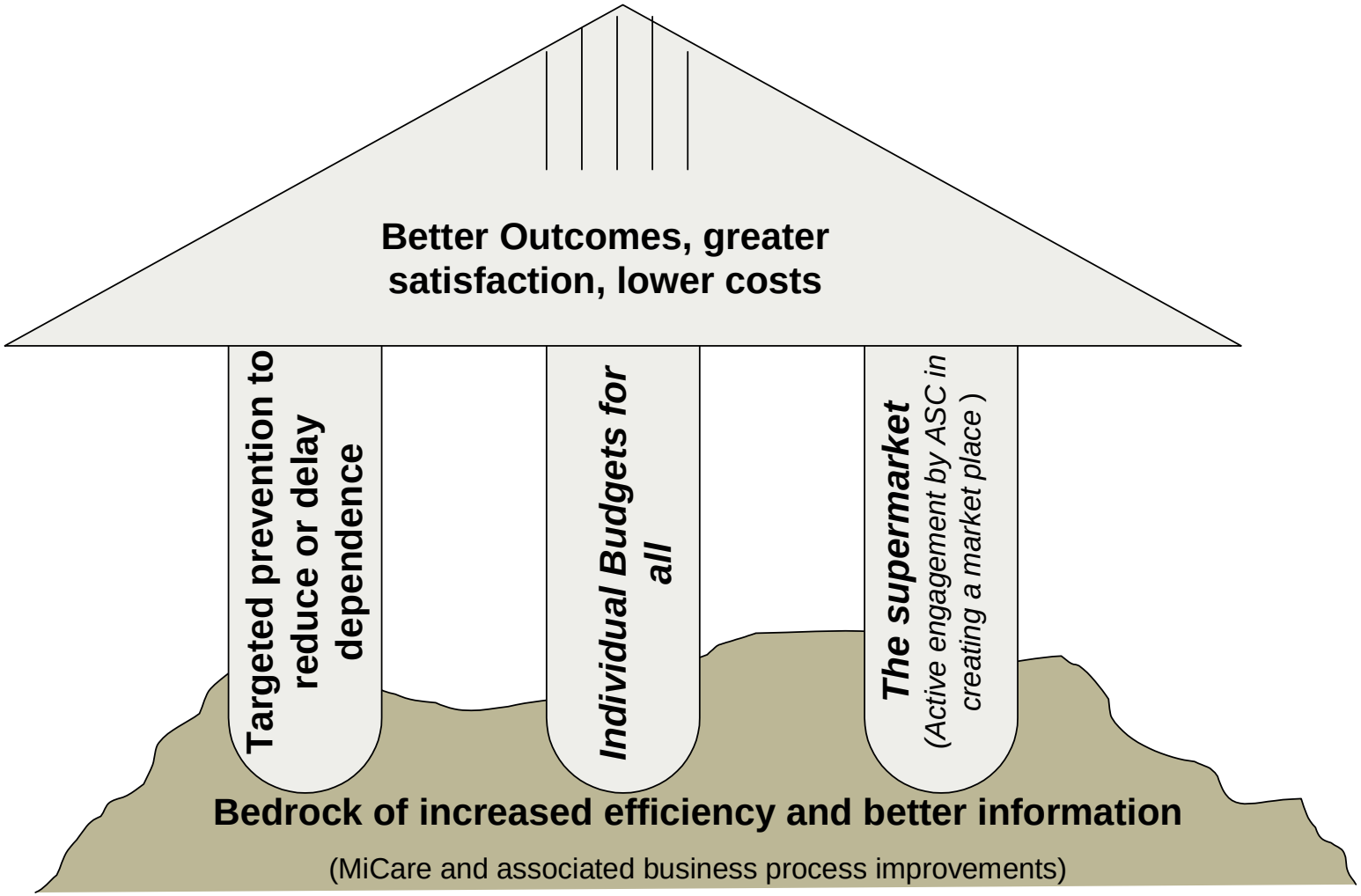
Clarity and focus

- The Vision for Adult Social Care, and a Blueprint for change
- Pilot projects

Strong delivery framework

- Programme management arrangements established
- Our business case for change (2008-2010)
- Buy-in at Member level and key partners

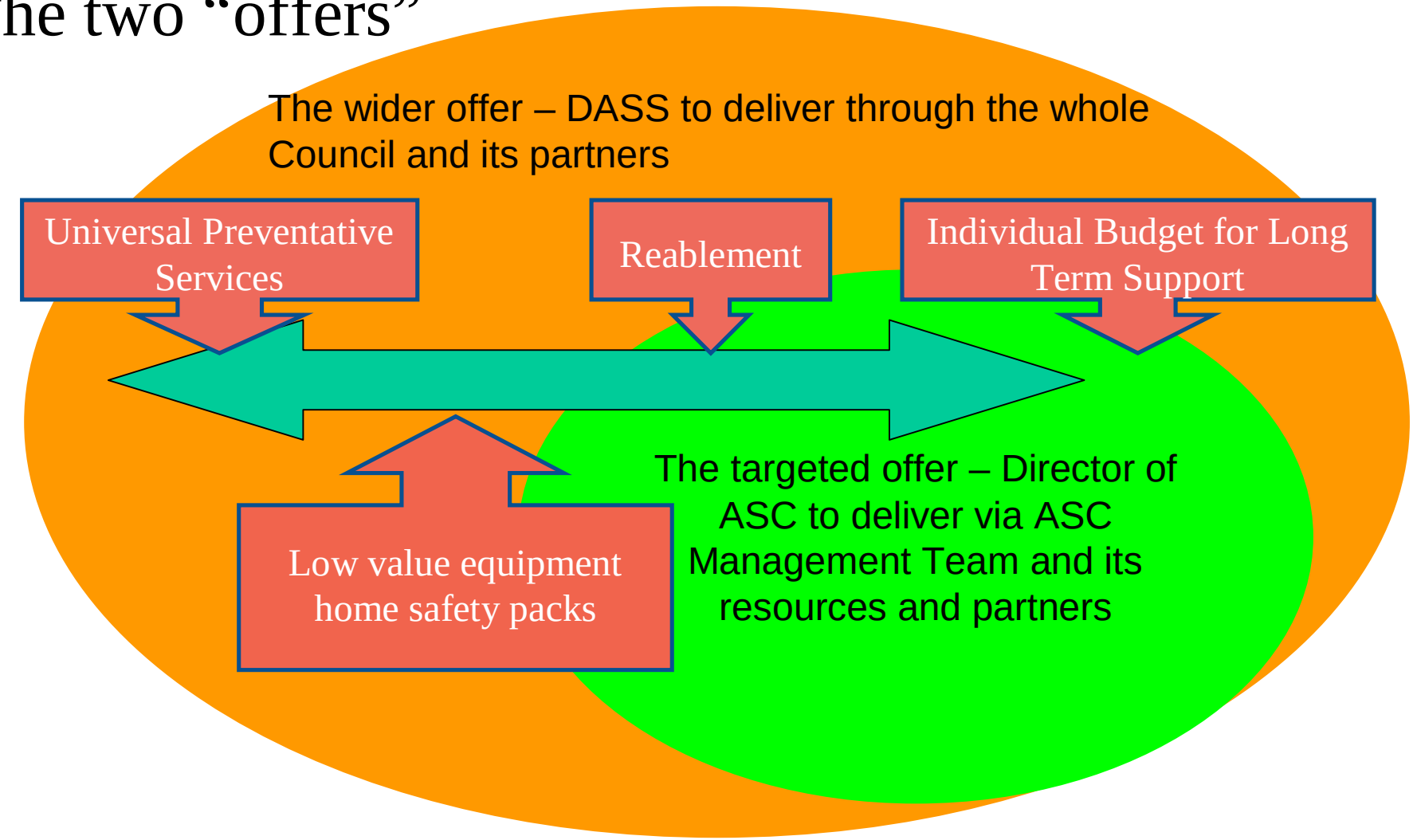
Key features of the ASC change programme



Care for the Future

A life not a service

The two "offers"



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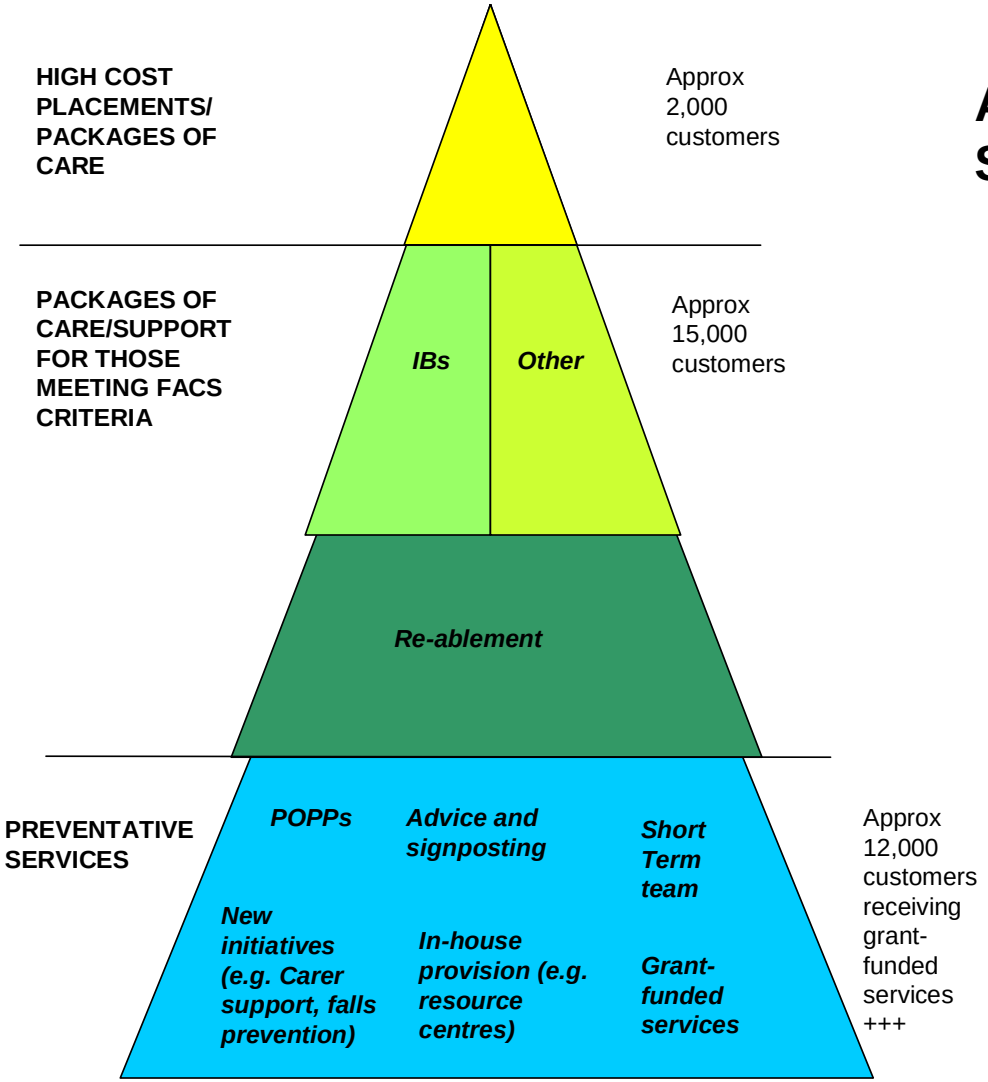

Achieving a Strategic shift

Helping people with personal solutions

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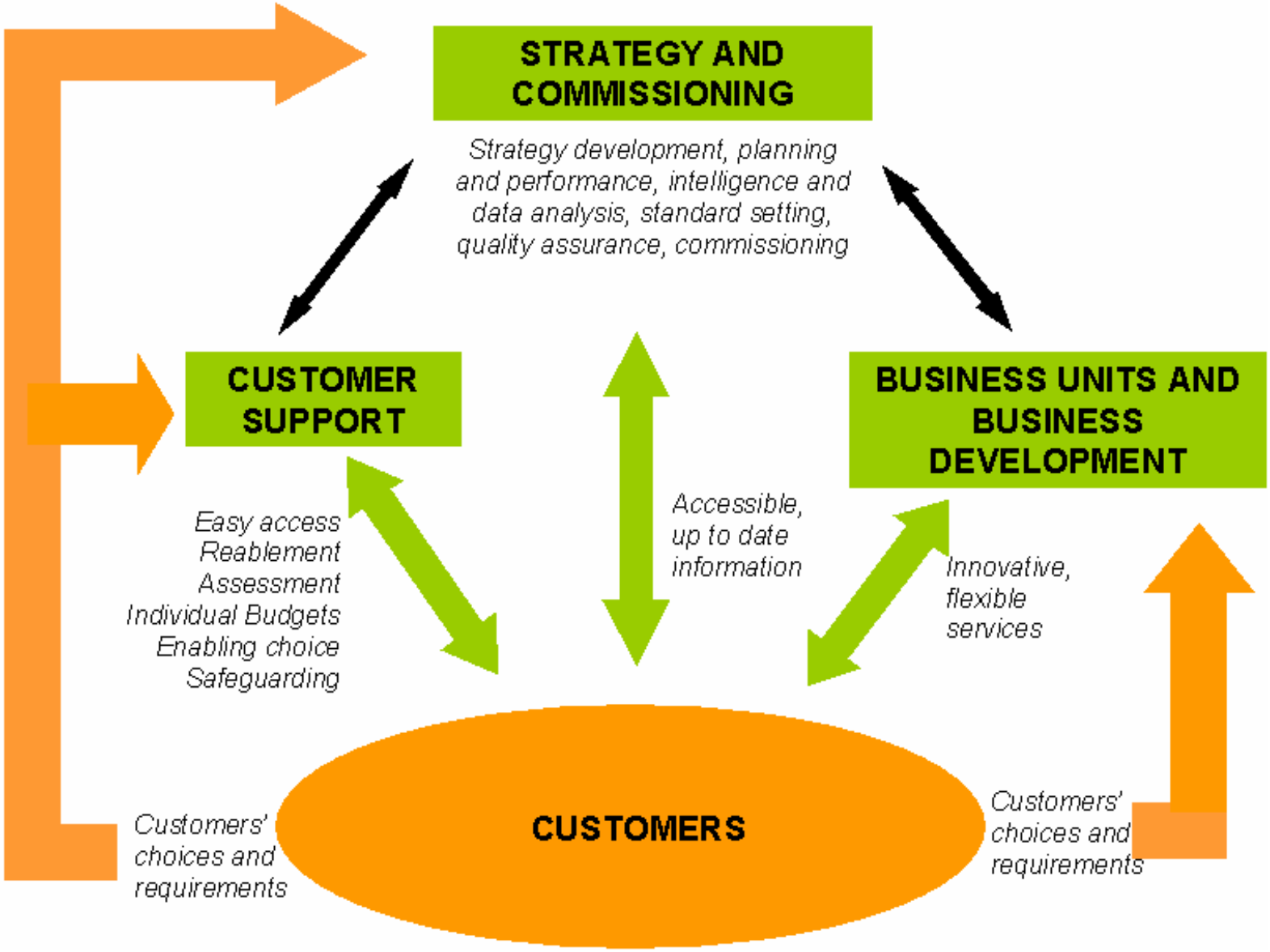

MANCHESTER CITY COUNCIL

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Realising the benefits

Customer benefits e.g. New customer journey Self-directed support Improved outcomes and satisfaction	**Community benefits** e.g. "Widening the offer" Prevention/early intervention Customers as active citizens
Improved policies, processes and systems e.g. New IT system Pool of data and intelligence New performance framework	**Workforce benefits** e.g. Cross-sector workforce development programme Job creation. New, satisfying roles
Improved quality and performance e.g. Dignity in care	**Financial benefits** e.g. £7.1 m savings over 3 years, for reinvestment

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Success so far

- Improved access to advice and services.
  - Mymanchester services
  - Gateway Model Web Directory

- Prevention
  - Getting upstream – shared commissioning strategy with NHS
  - Short term team.
  - Assistive Technology – Home Support Packs.
  - POPPS – 4000+ older people have benefited

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Success so far

- Information prescriptions for people with long term conditions
  - 203 information prescriptions so far, for people with HIV, COPD, Parkinson's, osteoporosis, MS
- Reablement
  - 53% need no further care
  - 35% have a reduced care package: 11 hrs → 6 hrs
  - Excellent customer feedback

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Success so far

- Re-commissioning of home care
  - Locality model, focussing on better individual outcomes, flexibility personalised support.
  - Electronic monitoring.
- Individual Budgets
  - Over 2000 customers in receipt of an IB
  - All direct payment customers transferred to IBs.
  - Monitoring Outcomes

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Success so far

- Carers
  - Promoted a strategic approach to personalised Support for Carers.
  - Over 500 carers have an IB.

- Staff
  - All front line staff trained and delivering the new assessment framework and new ways of working.
  - Proactive change management and communications.

Some of the Challenges…

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