

**Achievements**

In November we introduced our revised care pathway; this revision was designed to bring equity for service users in the way that adult social care teams are allocated to individuals.

Historically, cases have been allocated to teams based on diagnostic cohorts, rather than on the basis of their needs. In November 2015, staff previously within the Learning Disability, Mental Health and Acquired Brain Injury teams were brought together and renamed as the North and South teams.

The new teams will focus on the most complex cases within the system. This change will help to ensure that support is provided proportionately based on the needs of the individual and ensure that reviews are provided as needed and in a timely manner. Aligned to these team and process changes, additional training was put on for operational staff to support them through the transition.

During the last quarter we mobilised both the sexual health and substance misuse contracts. Sexual health services have been awarded to a partnership of Worcester Health & Care NHS Trust and Taurus Healthcare who started to deliver the service at the beginning of December 2015.

The contract covers a range of community and specialist services, including information and advice, sexual health screening, contraception (emergency and long acting) and treatment. Substance misuse services, awarded to Addaction, was also mobilised at the start of December, this will deliver adults and young person's cessation and recovery support services. Both services expect to deliver from other localities in Herefordshire after setting up initially in the city.

**Issues**

During the last quarter, one of the care homes within Herefordshire closed. Whilst this closure was managed appropriately, keeping people safe and in receipt of appropriate levels of care, it did highlight the need to review our home closure processes. This review is now complete and a training session has been delivered to provide an opportunity for staff to practice the processes that need to be followed in the event of care home closures.

We also continue to experience fragility in the home care market with difficulty placing packages of care in certain areas of the county, meaning that alternative care provision has had to be sought. In order to help alleviate some of the problems within the market, an uplift of 1% has been agreed for providers.

Work has commenced on the commissioning of a new Home and Community support service that will focus more on enabling people to regain independence and stay at home where possible. The new service will commence in July 2017 and engagement with providers, service users and other key stakeholders to support this redesign will be undertaken in early 2016.

We continue to face challenging financial targets; the directorate has plans for the delivery of savings for 2016/17. Whilst the targets are challenging, there is a degree of confidence over delivery, however, planning for savings in 2017/18 will require more fundamental changes to service models and reviewing all non-statutory services. Consultation on these plans is now underway.

**Aims**

In order to meet the Care Act requirement to review all cases against new eligibility standards, a review team has been put in place. At present, 45% of people have received a review, it is anticipated that over 70% of reviews will have been completed by the end of March 2016, with the remaining cases to be concluded in the first quarter of 2016/17. Reviews are an important part of care management and are vital to ensuring that the needs of the individual are met in the most cost effective way and supports the enablement philosophy.

The Wellbeing Information and Signposting (WISH) service, comprising of a face to face walk in centre and website, is due to go live at the end of January 2016. WISH will help to inform and signpost people in the

community and professional staff, of a wide range of services that exist that could meet their needs and support people to improve their health and wellbeing. A town centre base in Hereford has been identified for the hub and this will be operational from 1 February 2016. A schedule of regular “pop-up” hubs around the county starting from 1 February 2016 is also in development. So far 500 local community services are listed within the directories component of the website and around 150 information content pages have been developed. Testing of the site is currently being undertaken and modifications are being made on to ensure that the website is of good quality when it is launched.

Another aim this quarter will be to further support our blueprint for the future model of care. As part of this, we are going to develop the following areas;

- GP practice managers engagement – to ensure that they are aware of the refocus to align with primary care, rather than acute, to assist the admission avoidance
- Role of the community pharmacy – how can community pharmacies help to provide care in the local community
- Community connectors – bridging the link between voluntary, professional and statutory services, to look at alternative ways to meet needs and reduce demands on adult social care.