

Bi-Borough Personalisation team

Older People's Providers Network

January 2020

ASC&PH PERSONALISATION



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



City of Westminster





Pilot - Care Information Exchange (CIE)

- The Bi- Borough adult social care team have been successful in bidding for NHS money to develop the CIE platform to share information in an easy, quick, efficient manner with hospitals, service users, care providers and other teams and the below solution was designed.
- Care Information Exchange is an existing web application provided by Patients Know Best, a social enterprise company. Imperial Health Charity has provided funding for the Care Information Exchange for the benefit of health and social care in North West London.
- The goal of the Care Information Exchange is to make sure you receive the best care and to help you feel more in control of your health. It provides secure online access to medical records for the service user and the health and social care professionals who are involved in their care.
- CIE is mainly patient led allowing patients to see information such as future appointments, discharge summaries, OT reports, blood test results, help and advice materials, care plans. It can even be connected to home healthcare devices.



Direct Payments

Low uptake in residents receiving a Direct Payment.

WCC – 26%

RBKC – 32%

Targets – 40%

Benchmarking and Researching Best Practice

- Dip tested Support Plans and Reviews
- Looked at our current processes and information available
- Held a DP workshop for staff
- Involvement from local support groups
- Researched best practice nationally

DP Strategy ideas

- Capacity (DP Advisors)
- Training for operational staff
- Information
- Brokerage Service
- Employment Support
- DP User Group
- ASC PERSONALISATION Data and Reporting

Direct Payments

DP Strategy

- Draft DP Strategy was well received by operational teams
- Strategy being finalised for sign off
- Highlights of the strategy are:

IAG

- People First
- Redesigning printed literature
- External promotion

Capacity – Specific staff to:

- Promote DPs in the community
- Set up DPs and support with all documentation
- Provide ongoing advice and guidance, including home visits for more complex queries

Market Shaping

Market Information:

- Personalisation data packs
- Market Position Statement M
- Market Development Strategy

Development of existing providers:

- Standards to monitor non-commissioned services

Development of micro-providers:

- Micro-provider action plan
 - Promotion of existing internal/external business support (and gaps)
 - Identifying gaps in the market

Timescales:

- Market Development Strategy going through governance
- Implementation work to start January 2020