

Local Investment Programme

Plymouth City Council – **Shared
portal for supported living
providers**

CASE STUDY

April 2018

Local Investment Programme

Local Investment Programme is overseen by the Local Government Association on behalf of the funders NHS Digital

OPM Group and the Bayswater Institute were commissioned to evaluate the Local Investment Programme producing an interim evaluation report and case studies.

Plymouth City Council was one of 19 local authorities to be funded in 2017/18 under the theme – **enabling care professionals to work from any base at any time**

The Local Investment Programme full interim evaluation can be found at www.local.gov.uk/scdip



Synopsis

Challenge & solution

The impact

Sustainability

Lessons learned

Project Summary: Enabling supported living providers to access care management data, including reporting activity/cost information

Partners: Livewell South West, OLM

Outcomes: Help CCG/Council commissioning team monitor performance to improve quality, support outcome based care planning for residents.

Projected Savings: 15% on care packages (up to £850,000 for social care and £900,000 for health)

- Plymouth City Council are working with health and social care supported living providers across the Plymouth area, to deliver better and more efficient outcomes for individuals.
- Over 500 people currently use supported living services in Plymouth and this investment will directly improve the efficiency of the providers that support them.
- The aim of this project is to implement a Multi-Agency View (MAV) that can share relevant client information held on the social care case management system with supported living providers; this will aid delivery plans. Implementation of the MAV will enable these providers to undertake some of the reviews for service users receiving supported living care in their own homes. Its implementation will ensure that reporting on activity and cost information can be achieved at the point of care and will therefore enhance commissioning intelligence by providing increased security and improved access to better quality data.
- The joint Clinical Commissioning Group (CCG) & PCC commissioning team will then use this information to monitor health and social care outcomes delivered by service providers.
- This would help them to better understand which approaches most effectively contribute toward the early intervention and prevention agenda..

The Challenge

- Care providers currently cannot access care management and data collection systems remotely which causes delays in care assessments.

The Solution

- The data available will support and inform Plymouth City Council, the CCG and Supported Living Providers of the optimum time to implement changes for people on an individual basis.
- The technology will allow care providers to take a much more in-depth role in how care planning and delivery is monitored.
- A similar approach has successfully been tested by Plymouth Council in partnership with their local carer's service, which was trained and supported to deliver carers assessments and reviews on the social care system, though this initiative was via a laptop supplied by the council; resulting in a significant increase in carers assessments in Plymouth.

Council/client impact:

- 90% of all Supported Living clients will have their outcomes reviewed every 6 months and appropriate changes made to their packages of care. Good quality, up-to-date information will improve this process.
- Providers successfully trained in undertaking reviews with Adult Social Care
- There will be improvements in the ability of the system to respond quickly to the changes in client need, as well as an improvement in data quality related to the review of individual needs.
- Service users more likely to achieve their desired outcomes.

Cost savings:

- Providers offered up performance targets which ranged from 2 – 30% across a financial year with an average of 15% savings target within a full year. If this target was achieved across all social care and health providers it would deliver over £1.7million pounds projected savings for adult social care funded packages and £1.8 million for health funded care packages.
- PCC acknowledge that people's needs can change on a regular basis, but even if we could deliver 50% of these expected reductions across health and social care it would release a saving of £850,000 for social care and £900,000 for health.

- The funding proposal will source the initial outlay required for the information technology to support the roll out of the project.
- 'Invest to save' plans will be developed before the end of this period to build in funding for the project on a longer term basis drawn from savings achieved through new ways of working related to the project.

Anticipated lessons:

- Plymouth aims to use evaluation tools to embed learning throughout the project. Cross referencing the project will be embedded within the new leadership programme for supported living providers in Plymouth and there will be opportunities for regular provider engagement & feedback.
- There will be automated systems in place for performance and payment which enable easy comparison against previous data and financial information.

Challenges to delivery:

- Capacity amongst providers to deliver the necessary software within the timescales requested.

Learning to date:

- It can take more time to work with partners to get the right technical and strategic solution, working the options through with outsourced IT organisation led an approach being proposed initially which would not have been as sustainable.
- Bringing in the Multi Agency View will provide a lot of functionality to the CareFirst system.
- Having an integrated care provider Livewell Southwest has been beneficial for several reasons, including the existence of IG.



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The final evaluation report will be published by March 2019

