



London Borough
of Hounslow

Putting People First in Hounslow

Transformation and Personalisation Newsletter



Welcome to the latest edition of the Putting People First newsletter.

The PPF team are delighted to bring you the latest news and updates on progress with the Personalisation Agenda. As you will read, a lot has been happening since our last edition including going live with personal budgets for residents with mental health needs, training, events and the launching of both Transforming Community Equipment Services (TCES) and Help in Hounslow.

Personal budgets going live for residents with mental health needs

From the beginning of October 2010, residents in Hounslow who require social care to meet their mental health needs will complete a resident led assessment to identify those needs and produce a personal budget to spend on meeting them.

People will have the choice to either manage this budget themselves or the council can manage it for them.

This follows a pilot that has been conducted involving residents with mental health needs over the past couple of months. It is part of "Putting People First in Hounslow" which will offer increased choice and control to people needing social care and support - moving away from a "one size fits all" approach. Those residents with mental health needs who are eligible for social care are able to choose personalised services, tailored for their individual needs.

Louise Byrne and Sally Duhig have been working closely with the mental health teams leading up to going live, offering information and advice on the process of applying for personal budgets and offering support to residents setting up a support plan.



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Winter 2011

Team managers attended a workshop early in September, and care co-ordinators from the mental health teams were invited to attend one of three lunch and learn sessions also held in September.

Feedback from staff who attended the lunch and learn sessions was very positive, who commented that they found the information very useful.

Launch of Hounslow Information, Advocacy and Advice Service

The 20th October 2010 marked the launch of Help in Hounslow, a new information, advocacy and advice service. Two hundred balloons were released each publicising the Help in Hounslow number **0300 012 0246**.

Help in Hounslow is an important part of Putting People First. The new confidential telephone helpline will provide Hounslow residents with information and advocacy to support their health and sense of wellbeing.

Help in Hounslow will be the gateway to valuable statutory, voluntary and private sector organisations, directing people to the wealth of support that is available in Hounslow. Mimi Konigsberg, Director of Community Services said, "there are so many excellent organisations inside and outside Hounslow delivering quality services that support people with their independence, their health, their finances,

their learning and job opportunities, but so few people know how to access those services or know that they even exist. Help in Hounslow will point them in the right direction".

Help in Hounslow have recruited a dedicated team of staff and volunteers, built up an information database and developed a website

www.helpinhounslow.org.uk. Help in Hounslow can deal with case work relating to debt counselling, welfare benefits and immigration problems and provide advocacy support to resolve information and advice issues. They also provide a befriending service to people who are lonely or cannot get out due to their disability and will take them shopping, or to their local place of worship.

Help in Hounslow will work closely with Hounslow's Adult Access team to provide a strong and robust front door ensuring that Hounslow residents are empowered to have more independence, choice and control over their lives.

Pre-payment card pilot

Over the next 6 months we are going to be testing out a new way of distributing personal budgets to residents. This will involve 20 to 30 residents being given a pre-paid card onto which we pay their personal budget each month. This card can then be used to purchase the items and/or services agreed in their Support Plan.

Our systems will be able to monitor the use of their card and ensure it is being used appropriately, meaning that residents will no longer have to manage their bank account and save their statements and receipts!

Card-holders will receive a SMS (text) when we have topped their card up (if they have given us their mobile number) and will be able to access their balance details at any time, online, by phone and by text.

We are hopeful that the residents taking part in the trial will find the pre-paid card a much more convenient way of managing and spending their personal budget. If so, we will be looking at rolling this out further next year – we will keep you posted!

If you would like to know more, or would be interested in taking part in the pilot, please contact chris.platt@hounslow.gov.uk (020 8583 3628) or louise.byrne@hounslow.gov.uk (020 8583 3517).

One Hounslow, Many Voices Event 24-25 September 2010

Almost a thousand residents turned out in force for One Hounslow Many Voices, a partnership event between the Council's Community Services department, NHS Hounslow and the Hounslow LINK. The event celebrated the diverse work of local services, including those of community and voluntary groups, focusing on how to stay

fit and healthy. Held at the Civic Centre in Hounslow, the two day event showcased how services and activities

that support healthy living and maintaining independence are widely available from organisations across the borough. The Putting People First team were part of this event promoting the Personalisation agenda. The Putting People First stall included colleagues from the Self Directed Support team, Transforming Community Equipment Services (TCES) and the Adult Access team. A cross-section of residents visited the stall and collected information regarding personal budgets, accessing services and obtaining small items of equipment to improve their quality of life

The event also featured information about the support available for people to manage their money, community safety, art, leisure and dance. Also taking place was a coffee morning for the Macmillan Cancer Support, raising nearly £500, which was then matched by Barclays Bank. A tea dance

was also on offer for Hounslow residents on the Friday.

Left to right, Annabelle Moodien, Sagal Jama, Sally Duhig



Forthcoming events

On the morning of 1 February 2011 there will be a Putting People First re-launch for managers, to be held at the Civic Centre.

In the afternoon of 1 February 2011, there is a Personalisation in Practice Roadshow for front line staff, also being held at the Civic Centre. Keep an eye out for further information in the New Year.

Transforming Community Equipment Services (TCES)

Hounslow were in the 'first wave' of this Department of Health programme, which provides a gateway to independence for millions of people, through the introduction of a 'retail model' for residents to access Simple Aids to Daily Living.

We 'went live' on Monday 13 September

The first prescriptions were issued the same day

We have now transitioned to 'Business As Usual' with staff issuing prescriptions as standard.

The key achievements include:

- Hosting a number of successful events
- Providing equipment specific training and undertaking the process of accreditation
- Maintaining 100% 'buy in' from retailers working with us
- Introducing the model simultaneously across health and social care

- The training roll out continues, with the majority of existing prescribers already trained.

We have also aligned the TCES staff briefings with the ongoing Trusted Assessor Training. In December we will review the process including all 'back office' functions, which will enable us to measure success of the programme.

Adult Social Care systems transformation

It has been a while since we last updated you on the new Adult Social Care System but don't worry, everything is still on track!

Over the past few months, the team have been busy perfecting the system specification and the tendering documentation. As you can imagine, with the huge number of teams and processes at work within our department, these are BIG documents, especially now that we have combined both childrens' and adults' systems requirements.

We have officially announced that we are looking for a new system, and are awaiting applications from interested suppliers (they have until 5 January to get back to us). Some of you will have been invited to demonstrations of systems in the past and will be pleased to know that all of those suppliers who visited us then intend to submit tenders.

Once we have received the responses on the 5th of January, a small group of staff who have been picked to represent the main functions of the department will begin scoring the tenders. Scores will be awarded according to how well each supplier's system matches our requirements.

Next, we will invite the suppliers to the Civic Centre to present their systems and demonstrate how they deal with a number of scenarios such as creating a new client, completing a financial assessment, etc. Again, these presentations will be scored by a panel of staff representing the various service areas in the department.

We will also be asking for references from other councils that are using each supplier's systems, and checking out things such as their financial stability. By May next year, we'll have enough information to pick our solution and sign the contract with the supplier.

Once we have signed the contract, we can start planning the roll-out of the system. It's likely that the system will be rolled out module by module rather than in one fell swoop, and it's more than likely you will be seeing modules launching from autumn 2011 onwards!

As you can imagine, with the recent budget cuts this project is under a huge amount of scrutiny. However, senior management, councillors and scrutiny are all more than

happy that the benefits of going ahead with the project will far outweigh the costs, so it's full steam ahead!

As always, please drop us an e-mail on **asc.systems@hounslow.gov.uk** if you have any questions.

Resident survey

The Putting People First team conducted a resident experience survey from August to October. The focus of the questionnaire was to gauge residents' experience of the process of receiving a personal budget from the resident-led assessment through to spending their money. We also asked them about how having the choice in how they want their needs met, impacted how much control they feel they have in their lives.

Ninety three residents were surveyed with fifty four of the residents recorded as receiving their money as a direct payment and thirty nine have a virtual budget i.e. their money is managed by the council. To encourage participation, residents had the choice to return their questionnaire anonymously or add their names and contact details if they wanted someone to contact them regarding their comments.

A 51% return rate was achieved and respondents were representative of all the care groups. i.e. older people made up 45% of the respondents, People with physical disabilities and sensory impairments made up 18% of the respondents,

learning disabilities was 13% and 24% of respondents chose not to provide their name and care group.

Residents' comments are being used to inform the Putting People First team of matters requiring improvement and to be used for staff training programmes. A Personalisation Group consisting of residents using a personal budget, some of their carers and Hounslow staff, was established following the survey. The aim of this group will be to develop personal budget holders to become "champions" in terms of peer support for future residents needing adult social care as well as forming part of the learning curve for the peer group itself and the professionals. The first meeting took place on 26 October and they'll continue to meet on a quarterly basis.

A results report together with a summary results report have been produced which the latter has been distributed through the CVS Hounslow champions group. Please contact the Putting People First team for a copy of the results.

New documents

Think Local, Act Personal – Next steps for transforming adult social care

A new document published in November 2010. This is a proposed sector-wide partnership agreement to moving forward with personalisation and community-based support.

A number of leading organisations across health and adult social care are already on board. The document can be found at www.puttingpeoplefirst.org.uk/ThinkLocalActPersonal

A Vision for Adult Social Care: Capable Communities and Active Citizens

Published 16 November 2010 by The Department of Health available to view on www.dh.gov.uk/publications

Personal budget success story

John's Story - by Sally, SDS Advisor

I first met John approximately 6 months ago in my role as his SDS Advisor John is a wheelchair user with learning difficulties, had violent tendencies and was unwilling to make eye contact with me. John spent most of the week at home.



Since receiving a personal budget he has been able to employ a Personal Assistant (PA) who has supported him with doing activities such as: horse riding, swimming, working with numbers and letters, craft centres etc; John and his PA keep a journal of his activities through drawing pictures and taking photographs. I can see a phenomenal change in his condition, for example; he is now able to write his name and through his swimming lessons is able to walk in the water unaided.

Every week John has 2 or 3 activities to look forward to which was impossible before he had his personal budget, as the family did not have any spare money to fund these activities.

When I met John again recently he made eye contact and now smiles all the time. He showed me his journal and is very happy.



Just for fun

E	S	K	S	T	L	A	S	Y	G
R	K	J	U	P	X	A	T	L	A
I	C	F	U	R	J	Z	O	E	S
F	O	O	T	S	E	V	O	C	F
G	S	N	O	W	E	D	B	I	I
O	T	T	W	S	I	G	L	D	R
L	S	S	C	T	K	N	T	O	E
C	O	A	T	E	Y	I	T	F	C
S	R	O	H	W	R	X	D	E	K
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WINTER
SOCKS
FOG
GASFIRE
COAT
SLEIGH

GLOVES
VEST
TOAST
SKID
LOGFIRE
ICE

STEW
GRIT
SOUP
COLD
SALT
COAL

SCARF
FROST
BOOTS
SNOW
FUR

Useful links

Adult social care systems transformation:
asc.systems@hounslow.gov.uk

Help in Hounslow:
www.helpinhounslow.org.uk

CVS Hounslow - new website:
www.cvshounslow.org.uk/representation/personalisation-putting-people/



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If you have any stories or items you would like included in the PPF newsletter relating to personalisation or events, please contact Irene.munday@hounslow.gov.uk

Useful contacts and websites

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Department of Work and Pension

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