

The Benefits of implementing a Common Assessment Framework

Warwickshire demonstrator programme

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Today's Presentation

- Department of Health vision for the CAF programme
- Key Aims
- Our Approach – *One Journey, One Team*
- The customer's story
- Progress so far
- Benefits Realisation
- Key factors enabling success
- Next Steps

Department of Health Vision for the CAF programme

- test the integration of local social services systems with the NHS Care Records Service;
- develop “products” for sharing assessment and care planning information which systems suppliers would then be able to make available to other health and social care communities;
- stimulate implementation of social care systems which have successfully shared assessment and care plan information with the NHS Care Records Service;
- ensure the promotion and delivery of Personalisation, Self Directed Support and personal budgets as set out in the *Putting People First* Concordat and *Transforming Social Care* Circular;
- assess and evaluate the impact on workforce configuration to inform a workforce strategy that will be taken forward as part of national roll-out.

Key Aims

- improved integrated working;
- improved service user/patient and carers experience of assessment
- improved service user/patient and carer outcomes from assessment;
- increased efficiency of joint working and joint assessment process.
- assess cost effectiveness of integrated systems and processes
- evidence impact on performance

Our Approach - One Journey, One Team



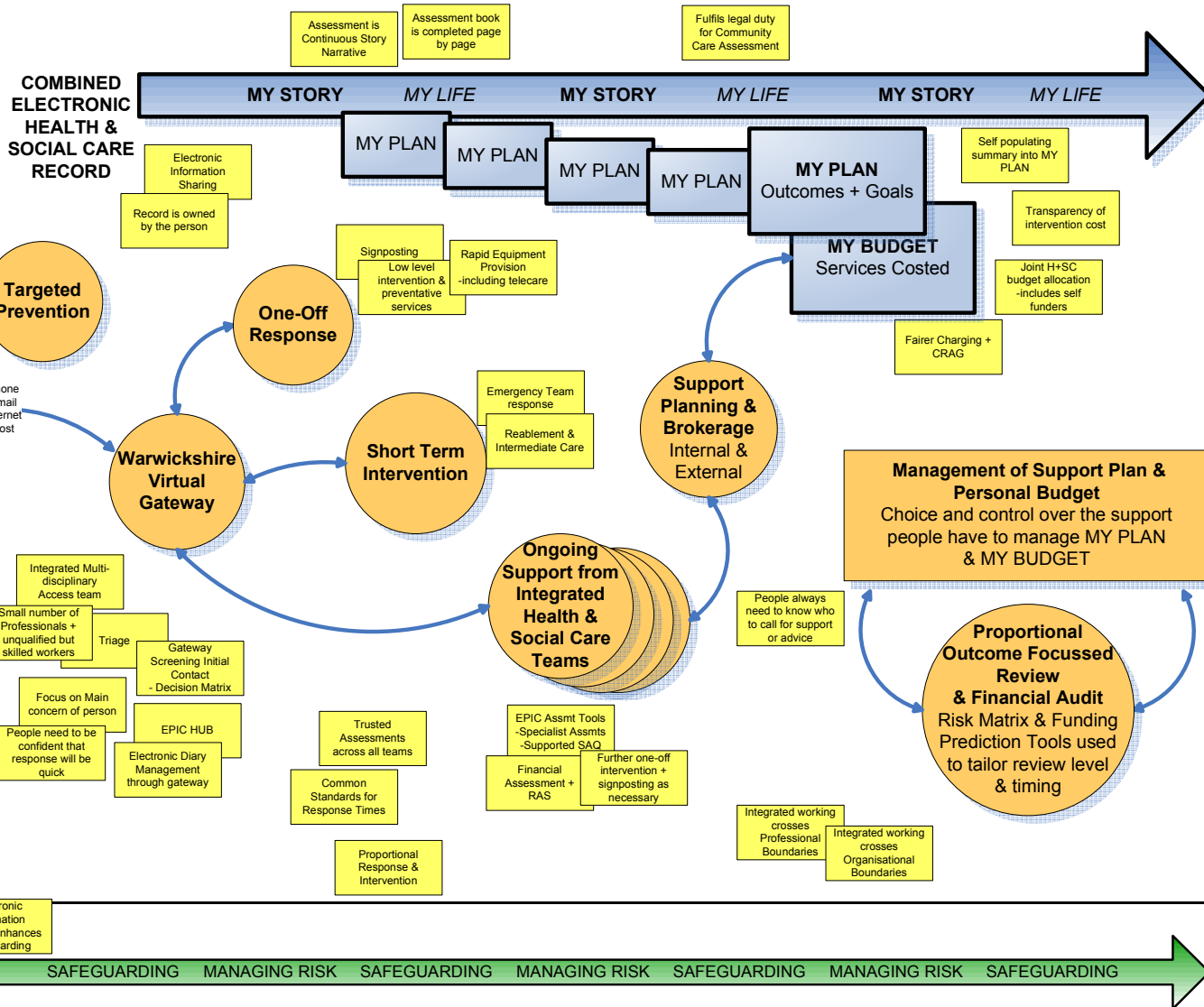
Warwickshire
CAF
Demonstrator
Site
 To-Be Concept version 2.2
 10 November 2009



Customers
 &
 Patients

Referred by:
 Self
 Family
 Friends
 GP
 Health Professionals
 Social Care Professionals
 Hospital
 Care providers
 Voluntary Agencies
 Housing
 Out of Area
 Police

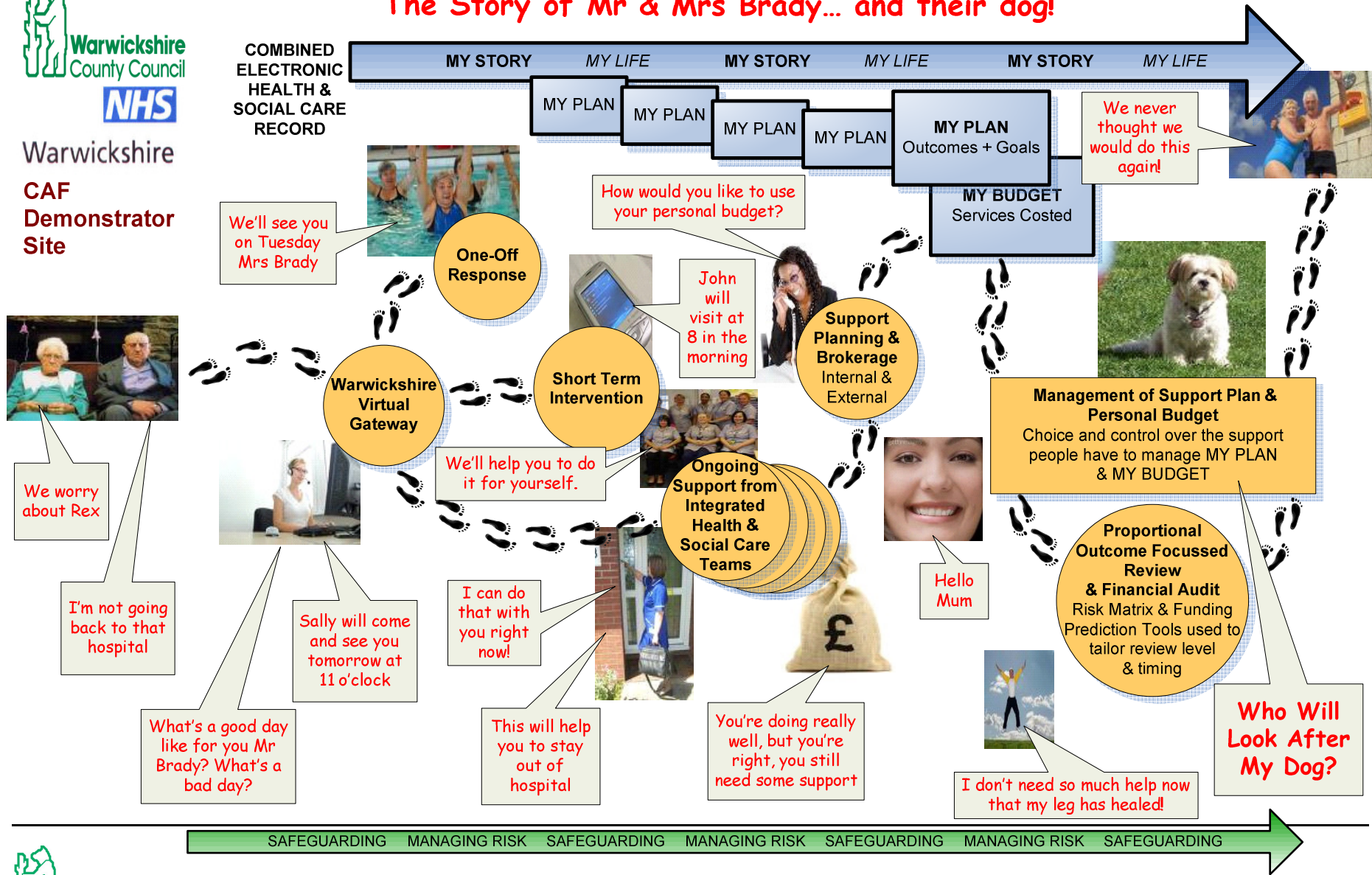
Referral Routes:
 Contact Centres
 Library
 One Stop Shop



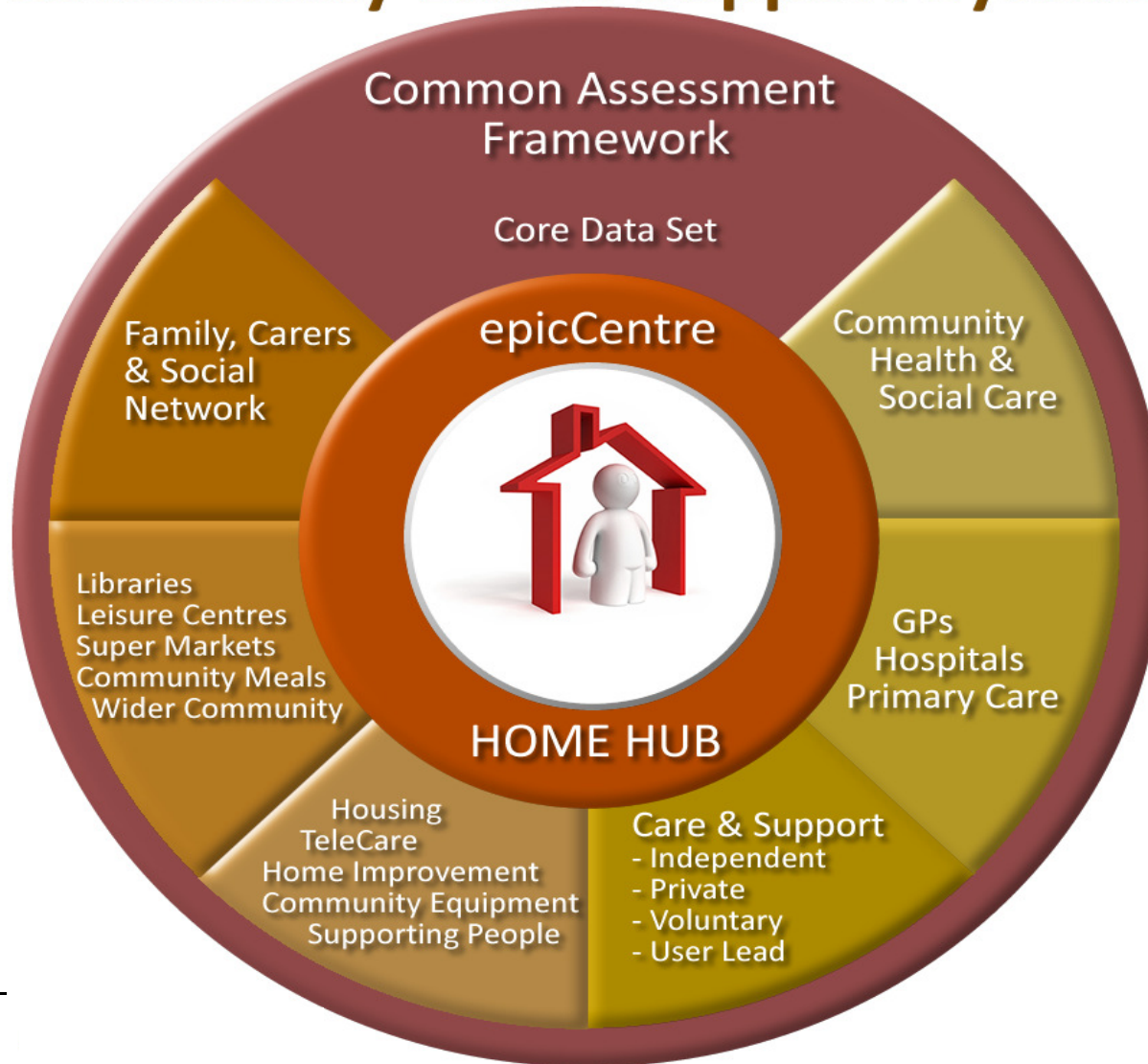


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The Story of Mr & Mrs Brady... and their dog!



Personalisation Community Based Support System



Progress so far

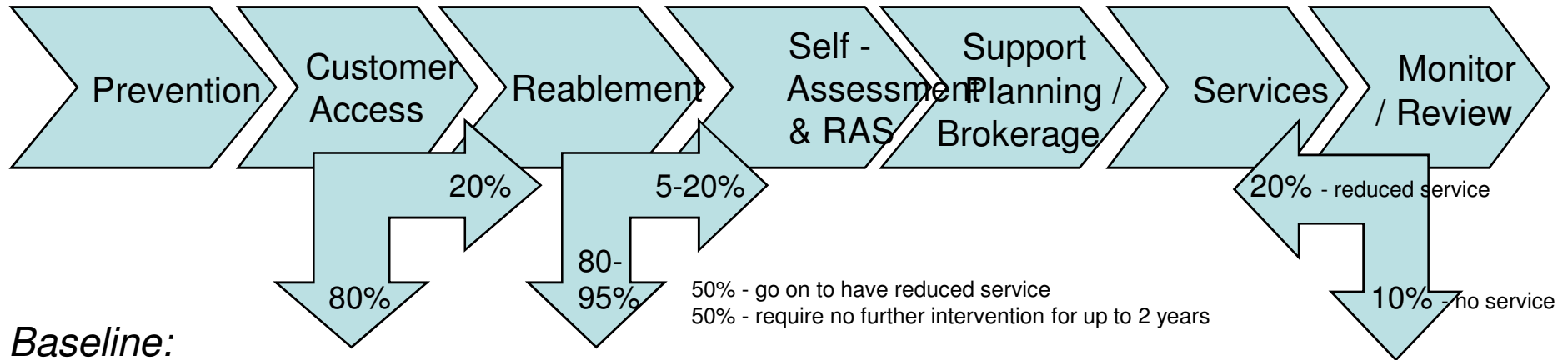
- Multi-disciplinary project team
- Three sites included in the local programme
 - Site A – Leamington Virtual Ward
 - Site B – Rugby OPPD / Community Matrons
 - Site C – Alcester IHSC team
- Delivered prototype system at Sites A and B
- Baseline business processes mapped c/w potential cost savings
- Detailed business process management underway
- Systems integration requirements beginning to be understood

Benefits Realisation

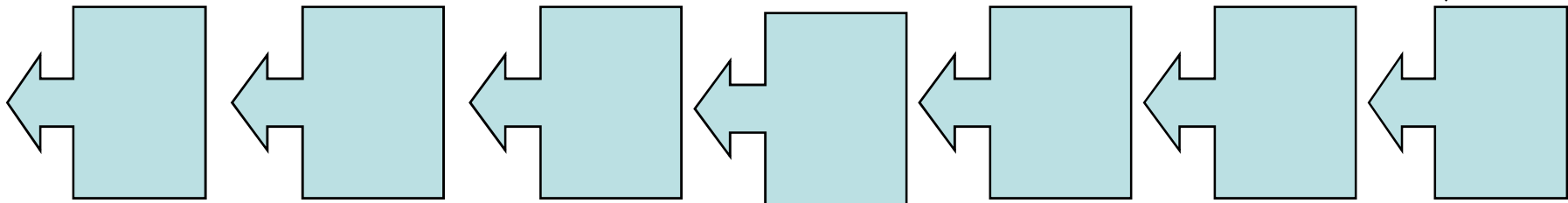
First time resolution

Minimum number of steps to resolve

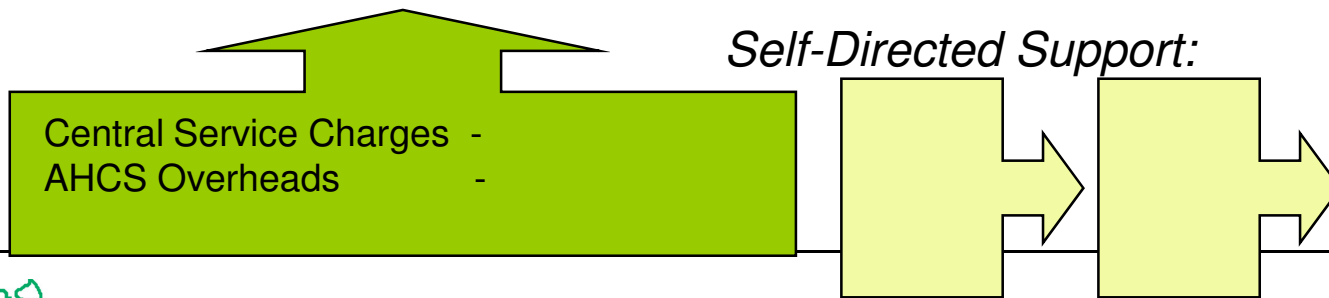
40% or less on long term res/nurs care



Baseline:



Self-Directed Support:



Key Factors enabling success

- Alignment of Vision across Health and Social Care
- Excellent relationships underpinning joined up working
- Customer Focus –v. different to traditional approach
- Brings personalisation agenda across Health and Social Care, *as required by Health Bill*
- Only site to have delivered prototype product
- Experienced project team – key partner in the national evaluation of CAF
- Engagement with customers

Next Steps

- Detailed business process management informing future design
 - Informed and Scrutinised by customers and staff
- Financial Benefits model to be agreed across Health and Social – requires detailed baseline information
- Opportunity to accelerate joined up working