

Adult Services & Health Overview & Scrutiny Panel



Each Step Together

an innovative approach to work with and for local
people



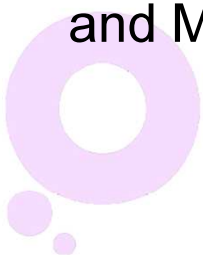
ANGELA MORRIS
DIRECTOR OF OPERATIONS

Each Step Together (EST)

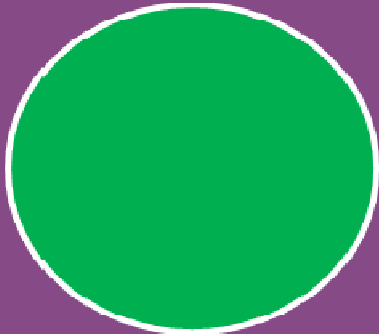


The Care Act 2014 underpins social and health care in England, emphasising Wellbeing as a guiding principle, keeping it at the heart of care and support. It is accompanied by principles of Preventing, Reducing and Delaying needs, which inform our new approach to delivering services for the Royal Borough of Windsor and Maidenhead.

EST focuses on development of a community based whole system of support that works with health and community partners, resulting in fewer people needing ongoing social care support. It is referred to as 'three conversations model' and it has been established through an evidence based approach first started in the Royal Borough of Windsor and Maidenhead in July 2016.



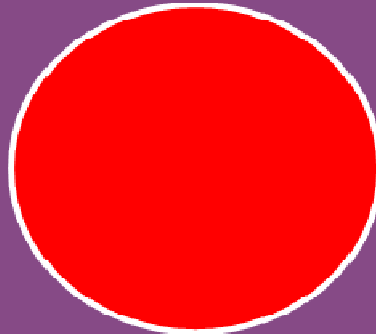
Each Step Together (EST) Three Conversation Model



Help you to help yourself

How can I connect you to things that will help you get on with your life

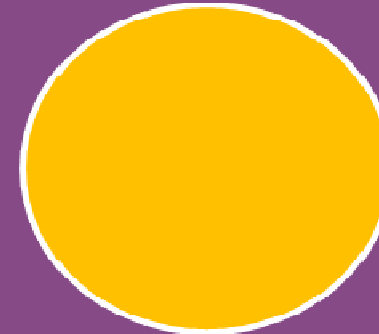
Your assets, strengths and those of your family and neighbourhood.



Help when you need it

When people are at risk:
'What needs to change to make you safe?

How can I pull things together in an 'emergency plan' and stay with you to make sure it works'?



Ongoing support for those that need it

What is a fair personal budget and where do the sources of funding come from?

How can I help you use your resources to live the life you want?



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Supporting the
Health and Social
Care Integration
Agenda

3 Conversations
help us to
understand how
we can help



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Golden Rules of New Way of Working



We are working WITH people, not doing things TO people or FOR people.

Crisis is when: “Someone is at imminent risk of losing independence and/or losing control over their life-if nothing changes, it is likely that there will be significant impact on mental, physical and/or emotional wellbeing”.

We never ever plan long term support when person is in crisis.
Instead we offer to listen hard to understand the crisis as this helps to resolve it.

We stay around and provide consistent support (no hand offs or transfers to another person).

We are not the experts in person's life, the person and their family are, however we may have expertise that could help them.

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Golden rules of new way of working



- We focus on the person and what they are telling us is important to them
- We explore this in **Conversation 1** ● and **2** ● before we even consider **Conversation 3 (long term plan)** ●
- Conversations don't have to be in order, we are guided by the person and their circumstances, so it is ok to repeat **Conversation 1** and **2**
- Formal care services are always the **LAST** thing in our conversation, as we focus and explore person's assets, strengths and community resources **FIRST**
- We can't work on our own, we need to work closely with all our community based partners as equals
- We recognise the need to invest in supporting family carers
- We need to know our local partners to access local information in order to maximise persons links with their community



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Our success



Consistent
and attentive
approach
builds
resilience and
trust

Greater insight into
person's true needs,
desires and wishes,
offering deeper level of
understanding of person's
situation and wider
family/network
involvement.

Thinking
differently
about what and
how we work
with another
human being

Engagement with local residents / health colleagues

- Consultation at customer led Partnership Boards
- Older People's Forums
- Learning Disability Partnership Boards
- Autism Partnership Boards
- Agenda item at CCG meetings
- Agenda item at BHfT meetings

Compliments from residents

To the many wonderful caring men and women who have looked after me over the weeks I thank you and miss you very much. I need your gentle chiding to get me going but it does work, I think of what you are saying and get on with it.

Bless you for your continuing support of my daughter as I do know how difficult she can be.

It was lovely to meet you today and I thank both of you for taking the time to think through ways to improve my situation whilst at the same time retaining my sense of independence. I enjoyed your visit (despite my tears) and, for the first time in many years I feel positive about the future. I seem to have been fighting for some help for so many years that I can hardly believe that there is now a good chance that my life will get better instead of getting worse by the day.

I must also thank you both for the reassurance that I won't have to go through the horrors of returning home after surgery to be faced by an empty house and the hopeless task of trying to care for myself whilst recuperating. I feel that, with support, I will recover quickly and will be able to put the cancer behind me.

Million thanks for all your help. All work done was first class. Can't thank you enough for making me feel so much safer in my own home. I'll always be grateful to you, so kind, helpful and lovely.

Thank you for advising us on the way to make our house safer for two geriatrics who still get around!

Next Steps



- To commence the pilot in the Mental Health Teams
- To ensure that the model is reflected in the integrated care system

