

# Kent County Council Adult Social Care Update

Making a difference every day



We can make a difference every day

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Commissioning



Our vision: "Making a positive difference every day, supporting you to live as full and safe a life as possible and make informed choices."



## Working on our strategy together

This strategy has been developed with input from people we support, carers and the public. To deliver our plans, we will need to continue to find innovative ways to improve our services, respond to change and work with and listen to people in Kent. Our plans for delivering the strategy include the priority areas below and this will evolve as we begin to work more closely with other organisations.

## Our core principles run throughout all we do

### Putting the person first

Always starting our conversation with the voice of the person, focusing on what the person can do and keeping them at the heart of everything we do; developing working relationships people can trust and helping them to achieve outcomes that are important to them.

### Improving all the time

Finding innovative ways of helping people and making sure that any support offer is tailored to the individual; learning from feedback from the people we support and building continuous improvements together.

### Measuring what matters

Understanding how we are making a difference to the life of the person we support by working with them, our staff and partners.

# Recent strategy key achievements

## Adult Social Care Community Teams

- 24 new teams have been established
- Removed silos and created consistency
- The teams are covering smaller geographical areas to link with people and partners in local communities.



## Digital Front Door

We have implemented:

- Kent Connect to Support information and advice platform
- Ask Sara for advice with daily living equipment
- A financial assessment estimator tool.



## Technology Enhanced Lives

- New Technology Enhanced Lives contract is due to go live towards the end of 2023.



## Self-directed support

- Continue to build community micro enterprise market across Kent.
- Launched a Personal Assistant portal to build the PA market across Kent.

"I have recruited a PA through the portal who brilliantly meets the needs of my wife"

## Co-production

- Over 130 members on our **Your Voice Network**.
- A new **Kent Carer Forum** has been established.



# Other key priorities

## Continuing to embed our new operating model

- Being present in our local communities alongside our partners; working as part of Kent's 4 Health and Care Partnerships (HCP).
- Engaging with the people we support, their families and our communities to understand what they want and need and to support the development of services.



## Financial Savings and Sustainability

- The Council is facing significant financial pressures.
- One of the most significant pressures on the Council's budget is in adult social care.
- Focus is on ensuring we can maintain financial sustainability.



## Care Quality Commission Local Authority Assessments

- Continue with preparations for upcoming new CQC assessments on Local Authorities.
- Self-assessment has helped us understand where we need to improve.
- CQC might want to speak to Providers when they arrive.
- It is not known when Kent's assessment will be but face to face assessments will start in late 2023.



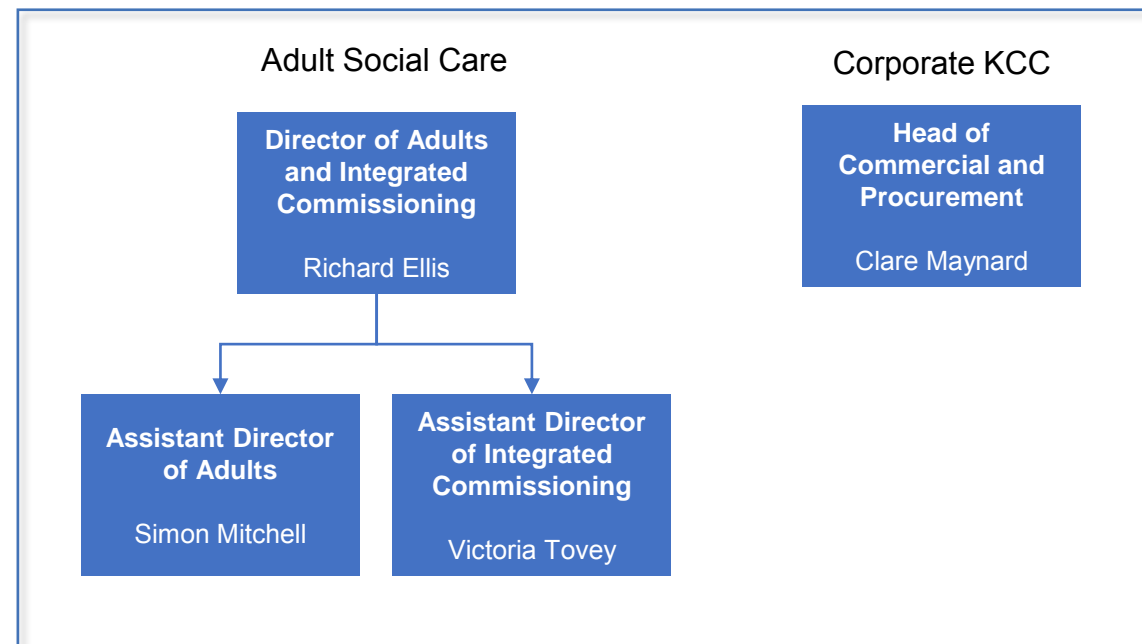
# Strategic Commissioning

## Strategic Commissioning Restructure

- Commissioning restructure went live in September 2023.
- The restructure split the Strategic Commissioning function into Commissioning (now within the Service Directorates) and a Commercial and Procurement Division
- Appointment of New Director of Adults and Integrated Commissioning: Richard Ellis (starts 30 October)
- Assistant Directors (in post)
  - Simon Mitchell - Adults Commissioning
  - Victoria Tovey - Integrated Commissioning
  - Marie Hackshall - System Programme Lead Learning Disability and Autism

Following the Strategic Commissioning restructure, certain teams, roles, and functions are in the process of moving to different Directorates. People are also moving roles and teams, so there may be some changes to key contacts and some delays in communication.

Please bear with the teams and staff during this transition phase.



## Adult Commissioning Priorities

- Updated Commissioning Intentions: looking across the next 5 years and reviewing what services and contracts need redesigning
- Older People's Residential & Nursing and Care and Support in the Home contracts consultancy project
  - Including: cost of care exercise, joint opportunities with NHS, future models of care and contracts