

# Housing and Support Services Workshop 2 – Outcomes 28 September 2023

## People Commissioning



# Workshop 2 – Outcomes

## Agenda

- 09.30 Welcome and purpose of the session
- 09.35 Overview of the project and recap on key lines of enquiry
- 09.45 Proposal: Services Promote Independence and focus on personalised outcomes
- 10.00 Outcomes best practice discussion
- 10.45 **Tea / coffee break**
- 11.00 Personalisation programme and Individual Service Funds (ISF)
- 12.10 Feedback
- 12.25 Wrap up / next steps
- 12.30 Close

# Overview

Current contractual arrangements for Housing and Support services end in 2024.

We need to understand the current challenges and opportunities, to make the **future service model** fit for purpose and able to meet **increasing demand**.

The **coproduction** opportunities will shape how services will be commissioned and provided in the future.

The focus is on **supported living services** for people aged **16 to 64 years** with care and support needs related to learning disabilities, autism, mental health, drug/alcohol dependency and/or complex needs.

The new commissioning arrangements will replace:

- Supportive Lifestyles
- Empowering Independence
- Mental Health Housing and Support (spot purchasing)
- Complex Housing and Support - 16/17 yr olds



# Key Lines Of Enquiry

KLOE	Description
<p><b>One integrated and unified service model for housing and support solutions</b></p>	<p>Codesign of Housing and Support Solutions service model to meet a range of care and support needs related to learning disabilities, autism, physical disabilities, mental health, drug/alcohol dependency and/or complex needs.</p> <p>Streamlined approach to accessing CQC and non-CQC reg services.</p> <p>Codesign of specialist young people services for 16–25-year-olds, and services for working age adults aged 18-64.</p>
<p><b>Services promote independence and focus on personalised outcomes</b></p>	<p>Services promote independence and focus on personalised outcomes, supporting people to maximise their daily living skills and achieve their full potential.</p> <p>This includes promoting integration into the local community and access to education and employment opportunities.</p>
<p><b>A streamlined commercial approach</b></p>	<p>Establishing a longer contract that provides a light touch onboarding process and a more flexible approach to call-off for both supported housing and peripatetic support. The preferred option is an Approved Provider List.</p> <p>Co-design of the social value approach that will be used in the procurement documents.</p>

# Key Lines Of Enquiry

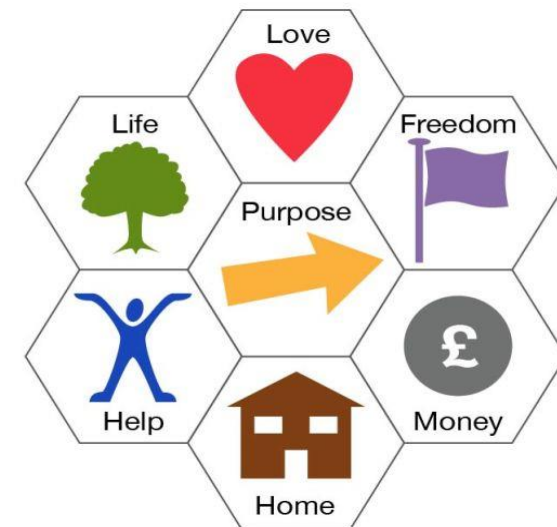
KLOE	Description
<p><b>A range of supported housing that meets the needs of local people</b></p>	<p>Implementation of the additional supported housing requirements identified in the Draft Supported and Specialist Housing Strategy 2023 – 2050.</p> <p>Increasing supported housing through the new contractual mechanism, potential incentives and wider collaborative work required to increase supply.</p>
<p><b>Assurance of good quality care and support and good quality housing</b></p>	<p>Quality, output and outcome measures are established for the care and support, with a clear standardised approach to monitoring and links to <a href="#">CQC</a> and <a href="#">Ofsted</a> requirements where relevant.</p> <p>Quality housing standards in accordance with the <a href="#">Supported housing: national statement of expectations</a> and the <a href="#">Decent Homes Standard</a>; as well as the <a href="#">Guide to Supported Accommodation Regulations including Quality Standards</a> for 16/17 year olds.</p>
<p><b>A clear pricing methodology and parameters</b></p>	<p>Pricing methodology for the new contractual mechanism to include calculation of staffing requirements as a whole to deliver required care and support within a setting.</p> <p>Rationalisation of non-care costs required for running the business and moving to gross payments.</p> <p>Implementation of checks to ensure rent levels are reflective of market position and not excessive.</p>

# Proposal - Services promote independence and focus on personalised outcomes

- **An outcome focused model providing person centred support**
- **Promoting independence** - focus on personalised outcomes, maximising **daily living skills**, achieving full potential
- Outreach support model ensuring **integration into the community**
- Support to enable people to learn and develop life skills and to **manage their own risks** and outcomes
- Supporting access to meaningful day time activities, enabling access to **education and employment opportunities**
- **A trauma informed approach** to care and support

# What People Told Us “Making Good Change Happen”

The Local Government Association undertook a peer review in Cornwall in 2022, following this co-production exercises, using the 7 keys to citizenship, were undertaken with people who use services. This resulted in “Making Good Change Happen” with a focus on wellbeing and creating better lives rather than providing a service.



Planning done with people not to people

People should have highly personalised support with good, detailed plans

People wanted to take risks, make mistakes and learn from those mistakes

People wanted to be respected and listened to, have their strengths acknowledged, and be supported to contribute to their community and be part of it

Well trained staff, matched to people – to share interests

People want choice and control and to be respected

People need homes close to family and friends, in places they know

Transport needs improvement- its hard to have a life if you feel stuck

Staff who work well with each other (across organisations)

People wanted new ways to meet people- dating and friendship groups.

People want jobs- they want jobs that use their skills and interests

Flexible , personalised funding where creative decisions can be made to spend money on things that truly help.

Sensory needs need to be met

People want to know how much money they have and banks they can use

People want friends and to stay up late- they want to fall in & out of love and have positive relationships

# OUTCOMES Established Frameworks

## Care Act

**WELBEING** “the wellbeing principle” is a guiding principle that puts wellbeing at the heart of care and support. It is a broad concept with specific outcomes areas set out in the Care Act.

**ASSESSMENT** The purpose of an **assessment** is to identify the person’s **needs** and how these impact on their **wellbeing**, and the **outcomes** that the person wishes to achieve in their day-to-day life.

**ELIGIBILITY** The threshold is based on identifying how a person’s needs affect their **ability to achieve** relevant **outcomes**, and how this **impacts on their wellbeing**.

**SUPPORT PLANNING** The plan must detail the needs to be met and how the needs will be met, and will link back to the **outcomes** that the adult wishes to achieve in day-to-day life








Managing and maintaining nutrition	Being appropriately clothed
Managing toilet needs	Maintaining personal hygiene
Maintaining a habitable home environment	Developing and maintaining family or other personal relationships
Being able to make use of the home safely	Carrying out any caring responsibilities the adult has for a child
Accessing and engaging in work, training, education or volunteering	Making use of necessary facilities / services in the local community inc. public transport & recreational facilities or services



# OUTCOMES Established Frameworks ASCOF

The ASCOF sets outcomes-based priorities for care and support, focused around 6 key objectives: Quality of life, Independence, Empowerment, Safety, Social Connections, Continuity & Quality of care. ASCOF is used both locally, regionally and nationally to measure progress against key priorities and strengthen transparency and accountability. Importantly, it measures how well care and support services achieve the outcomes that matter most to people.

Direction of travel required	ASCOF outcome	Cornwall	Nationally
	Long term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000	6.6/100K	13.9/ 100k
	% of Working Age Adults with a learning disability who live in their own home or with their family	75.8%	78.8%
	% of adults in contact with secondary mental health services who live independently, with or without support	14%	26%
	% of adults with learning disabilities in paid employment	3.4%	4.8%
	% of adults in contact with secondary mental health services in paid employment	3%	6%

# OUTCOMES Established frameworks

REACH Standard 1: I choose who I live with

REACH Standard 2: I choose where I live

REACH Standard 3: I have my own home (with a tenancy or ownership)

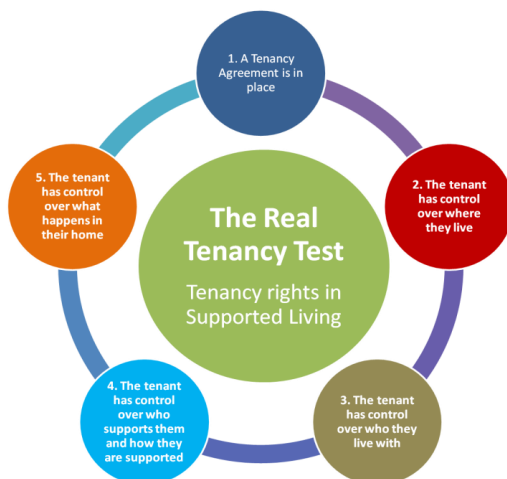
REACH Standard 4: I choose who supports me and how I am supported

REACH Standard 5: I choose my friends and my relationships

REACH Standard 6: I get help to make changes in my life

REACH Standard 7: I choose how to be healthy and safe

REACH Standard 8: I choose how I am part of the community



**ReQoL**  
Recovering Quality of Life

## TLAP "I" Statements

**Living the life I want**, Keeping safe and well: Wellbeing and independence

- I am treated with respect & dignity
- I feel safe and am supported to understand and manage skills
- I am valued for the contribution that I make to my community

**Having the information I need**, when I need it- Information & advice

- I can get information & advice that helps me think about & plan my life
- I can get information and advice about my health and how I can be as well as possible
- I know what my rights are & can get information & advice on all the options for my health, care & housing.

**Keeping family, friends and connections:** active and supportive communities

- I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity, and culture
- I have a co-produced personal plan that sets out how I can be as active and involved in my community as possible

**My support, my own way:** flexible and integrated care and support

- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths, and personal goals
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved

**Staying in control:** when things need to change

- I have care and support that is co-ordinated, and everyone works well together and with me
- I can choose who supports me, and how, when and where my care and support is provided

**The people who support me:** workforce

- I am supported by people who listen carefully, so they know what matters to me and how to support me to live the life I want
- I have considerate support delivered by competent people

# OUTCOMES Best Practice discussion

## How do you go about using, monitoring and measuring outcomes within your services?

- Which Outcomes frameworks do you use?
- How do you know you are meeting recognised outcomes?
- How do you know how you are doing compared to others?
- Where and how do you seek feedback on how well you are doing?
- How can we help one another to check how we are doing?
- How can ASC help you to deliver better outcomes?
- What outcomes frameworks can we use together in the future - what are the barriers / challenges?
- Can organisations achieve good outcomes even if people aren't happy with theirs?
  - How do you express this?
- How do you celebrate success?

# OUTCOMES Best Practice discussion

## How do you approach outcomes with the people you are supporting?

- How do you find out what these are?
- How do you discuss outcomes with people?
- How do you know what a good life looks like for the person?
- Who needs to help with this?
- How do you record outcomes?
- What do peoples plans look like?
- Are providers / ASC compromised when helping people review their outcomes?
- Do staff teams understand all about outcomes?
  - How do you do ensure this?
- What if people don't meet their outcomes?
- Are outcomes all about getting stuff done?
- Can you discuss resources and outcomes at the same time?
- Who owns the outcomes?

Break

Back in 15 minutes



# Personalisation and Individual Service Fund's (ISF)

See separate slide deck

# Next Steps

- Engagement programme September – December 2023
  - **5th October 2023 - 9.30am-12.30pm**  
A streamlined commercial approach
  - **10th October 2023 - 2pm-5pm**  
A range of supported housing that meets the needs of local people
  - **13th October 2023 - 9.30am-12.30pm**  
Assurance of good quality care and support and good quality housing
  - **16th October 2023 - 9.30am-12.30pm**  
A clear pricing methodology and parameters
  - **20th October 2023 - 9.30am-12.30pm**  
Open Session: Opportunity to feedback on all topics
- Governance for full business case November 2023 – February 2024
- Procurement exercise will commence February 2024
- New a new contractual mechanism live from June 2024