



Social Care Credentials

2020





By supporting all IT, digital and organisational-related change, we aim to be the first choice consultancy and interim resourcing partner for local and central public service organisations - consistently delivering supplier agnostic and vendor neutral solutions to improve services and drive efficiencies for citizens, whilst enhancing and developing our clients' knowledge.

Brining together a team of highly experienced digital and ICT consultants, Socitm Advisory works alongside an extensive network of professionals operating at all levels.

We aim to deliver positive change that maximises our clients' capabilities.

By transferring know-how to our clients, we enable them to manage future change with minimal further external support. We have direct experience of cloud-based programme and business analysis software and associated methodologies to help deliver better results faster, at lower risk and with greater cost savings.



Someone you can trust

Russ Charlesworth

Director of Health & Social Care

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Integrated care is being pursued through the new care models. STPs (sustainability and transformation partnerships) and the evolution of some STPs into integrated care systems. These developments hold out the promise of a different way of working in the NHS with an emphasis on places, population and systems.

The transition from existing models to integrated care is complex, and incremental implementation is the most likely scenario. It is somewhat of a mental leap to envision regional arrangements where commissioners contract with a single health and care service provider body on behalf of its population. In September 2017, NHS England made available a first draft accountable care organisation contract; however, at the time of writing no regions have yet to use it - although it is reported that Dudley are making some headway towards evaluating its use.

There is much work to be done around social care re-alignment, confidence-building amongst leading clinicians and ensuring patient service continuity before the realities of adopting new contractual frameworks and standardised agreements make the agenda.

To address the long-term, embedded challenges facing the social care system, the government committed to publishing a green paper setting out its proposals for reform on care and support for older people by summer 2018. On 8th January 2019, the Department of Health (DH) was renamed Department of Health and Social Care (DHSC), taking on responsibility for the forthcoming social care green paper. Let's hope that this renaming, the much-anticipated green paper and the individuals appointed to oversee the changes have the vision and tenacity to drive the major overhaul that patients, clinicians and social care providers crave.

 Visit Russ' LinkedIn profile [here](#).

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A variety of new care models have already been put in place to better meet the changing needs of the population. Two of these care models, primary and acute care systems (PACS) and multi-speciality community providers (MCPs), seek to integrate care and improve population health. PACS and MCPs take different forms in different places but share a focus on places and populations rather than organisations

Initiatives

The following three initiatives demonstrate our thought leadership and commitment to the social care sector:

Creation of a series of guides on integrated care. Guide 1 provides a set of customer case studies that evidence success in joint local authority/NHS ventures

Socitm Advisory is regularly asked to review social care support systems in areas such as:

Assurance-based assignment to independently examine the performance of an existing system and its use by leadership, management and practitioners, and the state of social care IT

Independent advice concerning the end of IT contracts, including the positives and negatives associated with incumbent suppliers versus going to the market for a new solution and partner

Development of social care change and technology implementation programmes where we adopt the role of delivery partner limiting council's exposure risk to timeline and scope variation

Socitm Advisory sat on the advisory board of *Digital Healthcare 2018* which is a key part of the *Health+ Care Show*, the largest integrated health and care event in the UK, held at *Excel London* (welcoming over 9,000 visitors to 2017's event). It is attended by senior leaders across the health and care sector, and managers and clinicians involved in digital transformation and change. We chaired the social care session which included panel discussions about how to best encourage and deliver transformation at scale within social care

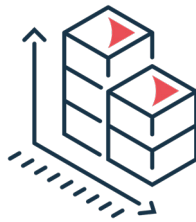


Our experience

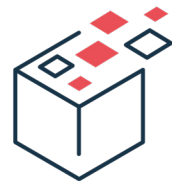
We have been involved in 40 health and social care customer initiatives over the last eight years. Our engagements have typically included elements of the following:



Investment and business case management



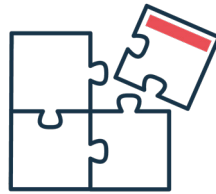
Programme management



Procurement, re-design or implementation of complex clinical services



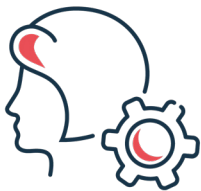
Independent sector provider / NHS deal brokerage



Service integration (e.g. CCGs, CSUs, NHS trust / private sector providers)



Roll-out of national strategic initiatives (e.g. STP, LDR)



Change management and coaching



Digital initiatives, including prevention management and personalised healthcare devices



Market analysis, including regional commissioning PBR negotiation

Clients we have worked with



Association of Directors of Adult Social Services

ADASS efficiency framework

Working with the Association of Directors of Adult Social Services (ADASS) at a national level, we helped to develop the 'Efficiency Framework' as defined by adult social care directors, into an interactive, web-based tool. The tool sets out what efficient adult social care delivery looks like, and is supported by proposed metrics and examples of good practice. The work required close collaboration with the Department of Health, the Social Care Institute for Excellence, the Local Government Association and ADASS.



Royal Borough of Windsor & Maidenhead

Outcome-based commissioning

Helped develop ground-breaking approach for implementing outcome-based commissioning on an integrated basis across health and adult social care delivery for over 65s. Work further developed the model launched in Wiltshire to help evidence how providers can increase independence and positive outcomes for customers while reducing long-term costs for health organisations and local authorities.



Royal Borough of Windsor & Maidenhead, West Sussex County Council, Wokingham Borough Council

Physical disability care strategy development

Supported county councils and their health partners to develop strategies for physical disability, carers support and frail elderly. Led workgroup of unitary authorities and their health partners to re-provision high needs individuals to comply with the Winterbourne Review requirements. Developed market position statements with and for councils, involving consultation with CCGs, providers, staff and user groups.



Association of Directors of Adult Social Services

National Care Funding Calculator

Supported the National Project Manager in the development of this national tool with support of all nine English regions. The tool is based on national cost research in collaboration with authorities and providers, and delivers a guide price based on individual service user needs. To date, the tool has delivered savings in excess of £65m for authorities in London, South West, West Midlands and East Midlands regions. A version for use with childrens services has since been developed by iESE.



Staffordshire
County Council

London Borough of Croydon, Staffordshire County Council

Better Care Fund support

Supported the SROs for the Better Care Fund and integrated commissioning, linking health and social care in new integrated commissioning structures across local government bodies and CCGs. Underpinning this was the establishment of a number of s.75 agreements and significant partnership work to develop shared understanding.



Hull City Council

Business case development and procurement support

Supporting Hull City Council with the business case development and procurement for a new social care case management and finance system.



Essex County Council

Assurance review of the social care system

Review of the social care system SWIFT being used in both adults and childrens services with a focus on the significant technical performance issues. Outcome was to proceed to procurement and replace the childrens systems.



English
Community Care
Association



English Community Care Association, Voluntary Organisations Disability Group, Central & Cevil, Living Well Dying Well

Private and voluntary sector providers

Provided advisory including policies review for a care home group, business development and support for a voluntary organisation in the bid for council-owned land for community development, strategy and business development advice for a charitable organisation offering end of life care, care funding insight for LD providers, prepaid card use investigation for local authorities, and delivery of care funding calculator training voluntary sector providers.



Wandsworth Council

System performance and contract review

Review and recommendation report for the Servelec Mosaic case management system for both adults and childrens services, with a focus on recent outages and performance issues. Scope included associated contractual position, including functionality and reporting gaps as required by the services.



Norfolk
County Council

Norfolk County Council

Specialist support for new systems procurement and implementation, and a digital business case

Providing specialist support for Norfolk County Council with the procurement and implementation planning to replace the childrens social care case management and education systems. Our team has also undertaken review of adults and childrens social care systems to establish and analyse the issues they are expecting. The output from these reviews has been a report with recommendations to either resolve the system issues, proceed to procurement process or undertake a reimplementation of the standing system.

PETERBOROUGH**Peterborough City Council****Assurance review for childrens social care system operation**

Review of operational processes and the Careworks Raise case management system to childrens services. Focus on whether the RAISE system will enable Peterborough to meet its ongoing targets for ICS implementation. Outcome was to re-evaluate the current solution and look at possible alternatives before further investment.

**Bracknell Forest Council****Assurance review for childrens social care system implementation**

Review of the Liquid Logic adults case management and integrated finance system, with a focus on the application configuration, general system support (both in-house and supplier) and gaps in functionality required by the service. Outcome was to reconfigure application, purchase and install additional application modules.

CROYDON

www.croydon.gov.uk

London Borough of Croydon**Assurance review for social care system performance**

End to end review of the social care system SWIFT with a focus on the significant technical performance issues and gaps in functionality required to meet the technical and business requirements for childrens services. Outcome saw the project proceed to a full system procurement.

**Wiltshire Council****Specialist support for new systems procurement and implementation**

Providing specialist support for Wiltshire Council with the procurement and implementation planning to replace the childrens social care case management and education systems.



Durham County Council

Specialist programme support for new adults and childrens systems implementation

Implementation programme management support for childrens social care system and procurement, development and implementation of adults social care system. A major component of the transformation programme are the council's digital workforce and digital customer projects. As part of the programme, the council will be replacing a number of key systems including the existing adult health and social care information support system.



Local Government Association

Shared services model options appraisal

Ran a national review of shared service solutions for adult social care. Scope included high-level requirements analysis, consultation with 20+ local authorities, 10+ care providers, registered charities and industry bodies, investment case, soft market testing, solution design, features prioritisation, enterprise system integration including case management, finance and personalisation variants.



If you would like to know more, or contribute to the next report then please contact:

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Get in touch

Would you like to discuss your organisation's technology and change challenges? We'd be delighted to offer our advice, so please get in touch.

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