

INTEGRATED ADULT AND SOCIAL CARE SERVICES - LIVING THRIVING LIVES ACTION PLAN - 2023-2025

PRIORITY AREAS AND ACTION	CQC 'T' STATEMENTS			TIMESCALE			THRIVE					HEALTH & WELLBEING STRATEGY					NOTES
	2023	2024	2025	PUT PEOPLE & FAMILIES AT THE HEART OF EVERYTHING WE DO	INCLUDE INEQUALITY	SUPPORT OUR COMMITMENTS TO SUPPORT THOSE WITH THEMSELVES & EACH OTHER	INVEST IN OUR ECONOMY TO PROVIDE OPPORTUNITIES FOR EMPLOYMENT, INNOVATION & GROWTH	WORK TOGETHER FOR A BETTER FUTURE FOR GATESHEAD	GIVE EVERY CHILD THE BEST START IN LIFE	EMPOWER ALL CHILDREN, YOUNG PEOPLE & ADULTS TO MAXIMISE THEIR CAPABILITIES AND HAVE CONTROL	CREATE FAIR EMPLOYMENT AND GOOD WORK FOR ALL	ENSURE A HEALTHY ENVIRONMENT FOR ALL	CREATE & DEVELOP HEALTHY & SUSTAINABLE PLACES AND COMMUNITIES	STRENGTHEN THE ROLE & IMPACT OF ALL HEALTH PREVENTION			
PREVENT, REDUCE AND DELAY THE NEED FOR SUPPORT																	
- INFORMATION AND ADVICE	<i>I can get information and advice about my health, care and support and how I can be as well as possible.</i>																
Revise our website pages to be engaging and informative with links to key resources within our local communities						✓		✓		✓			✓				
Provide more opportunities for people to give feedback on our services and engage with us through easy to access online feedback mechanisms						✓				✓				✓			
Develop our Front Door offer moving towards helping prevent needs and provide solutions at the first point of contact						✓		✓		✓				✓			
Develop online assessment functionality including financial assessments and social care assessments						✓	✓	✓		✓				✓			
- PROMOTING INDEPENDENCE THROUGH ENABLEMENT	<i>I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.</i>																
Open the new Sister Winifred Promoting Independence Centre						✓		✓	✓	✓			✓		✓		
Develop and implement a new Supported Living Scheme enablement model for those transitioning from children to adults and need additional support to gain independence						✓	✓	✓	✓	✓		✓					
Grow and strengthen our PRIME service to offer more enablement opportunities for those accessing services						✓		✓	✓	✓			✓				
Review our day service provision offer						✓	✓	✓		✓						✓	
- PROMOTING INDEPENDENCE THROUGH TECHNOLOGY	<i>I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.</i>																
Develop a Technology Enabled Care (TEC) strategy to drive our ambitions in this area						✓	✓	✓	✓			✓					
Seek and trial innovative tech solutions which support the reduction in those waiting to access our services, and reduce the reliance on our workforce						✓	✓	✓		✓							
Work with TEC partners to develop solutions to common problems being faced by those needing our services						✓	✓	✓		✓							
- STRENGTHS BASED PRACTICE	<i>I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.</i>																
Develop a baseline of our Strengths Based Practice to allow us to evidence outcomes and identify improved experiences						✓		✓				✓					
Undertake a baseline survey of people with lived experience and their carers to understand their experience of our Strengths Based approach						✓	✓	✓		✓			✓				
Review our assessment documentation to ensure they allow our workforce to work in a strengths based way with people and their families						✓	✓	✓		✓			✓				
- HOME FIRST	<i>I have care and support that is co-ordinated, and everyone works well together and with me.</i>																
Review our model of domiciliary care to focus on reablement with more flexibility to be person centered						✓		✓				✓					
Improve promotion and access to Direct Payments for those who would like more flexibility and greater control of their support package						✓	✓	✓	✓	✓							
Develop more Extra Care facilities to allow people to maintain their independence and their own front door but have access to support should they need it						✓		✓	✓	✓			✓				
CAREGIVERS	<i>I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.</i>																
Publish our co-produced Caregivers strategy and action plan						✓	✓	✓		✓			✓				
Improve our online content to make information and advice relating to caregivers accessible to all from Young Carers to Adult Carers						✓	✓	✓		✓			✓				
Work with Caregivers to continue to improve the Carers Assessment process to ensure it meets their needs and is fair and consistent						✓	✓	✓		✓			✓				
WORKFORCE	<i>Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities</i>																
Establish and embed an Employee Engagement Forum to understand the challenges and opportunities across the workforce										✓					✓		
Undertake the actions identified in the Adult Social Care Wellbeing Survey including highlighting staff benefits and wellbeing offers										✓					✓		
Develop and embed regular Director Connect and Collaborate sessions with the workforce										✓					✓		
Continue to develop opportunities for development and career pathway options for the sector										✓					✓		
COMMISSIONING	<i>When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.</i>																
Review the discharge processes across the system and seek opportunities to improve this to enable home first from hospital wherever possible						✓	✓	✓		✓							
Build in technology to all new frameworks to support the use of technology enabled care in commissioned services						✓	✓	✓		✓							
Develop a joint care and health academy to create better integration and opportunities for the health and social care workforce in Gateshead						✓	✓	✓		✓			✓				
Undertake a review of the care market in Gateshead, understanding what the future looks like and work with the market to shape the offer						✓		✓		✓							