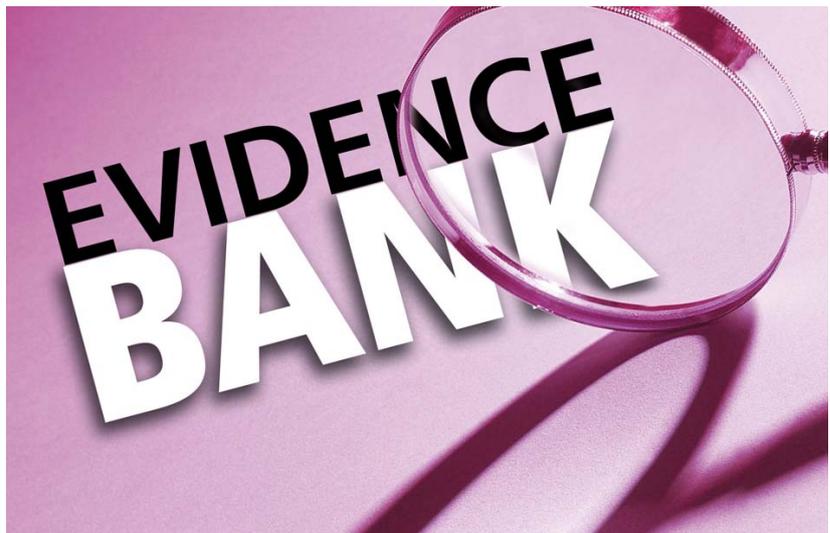


**Adults and Communities**

# **Evidence Bank**

## **2012 – 2013**

**Making a positive difference**



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# FOREWORD

## Welcome to the fourth Evidence Bank Annual Report (2012-2013)

The Evidence Bank was set up in 2007 to collect supporting evidence for the inspection carried out by the Commission for Social Care Inspection (CSCI). It provided a number of useful examples of good practice for that inspection and was then used to provide supporting evidence for subsequent Annual Performance Assessments. In 2010 the Minister of State for Care Services announced the end of annual assessments of the performance of adult social care services. Instead the local authority is now required to produce an annual report called a 'Local Performance Account' demonstrating how the directorate is improving outcomes for its citizens who require care and support. Examples from the Evidence Bank are now used as supporting evidence for the Local Performance Account.

The directorate links its Local Performance Account to the ASCOF (Adult Social Care Outcomes Framework). ASCOF outlines four domains (quality statements); each supported by a number of outcome statements.

The four domains are:

1. Enhancing quality of life for people with care and support needs;
2. Delaying and reducing the need for care and support;
3. Ensuring that people have a positive experience of care and support; and
4. Safeguarding adults whose circumstances make them vulnerable and protecting them from harm.

Further details of the framework are available from:

[http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/documents/digitalasset/dh\\_125686.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/documents/digitalasset/dh_125686.pdf)

## A focus on Strategic Directorate Business Plan (SDBP) priorities

In order to contribute effectively to the Local Performance Account, we focus submissions to the Evidence Bank on examples that demonstrate achievement of the directorate's priorities from the SDBP and examples of new developments and innovations.

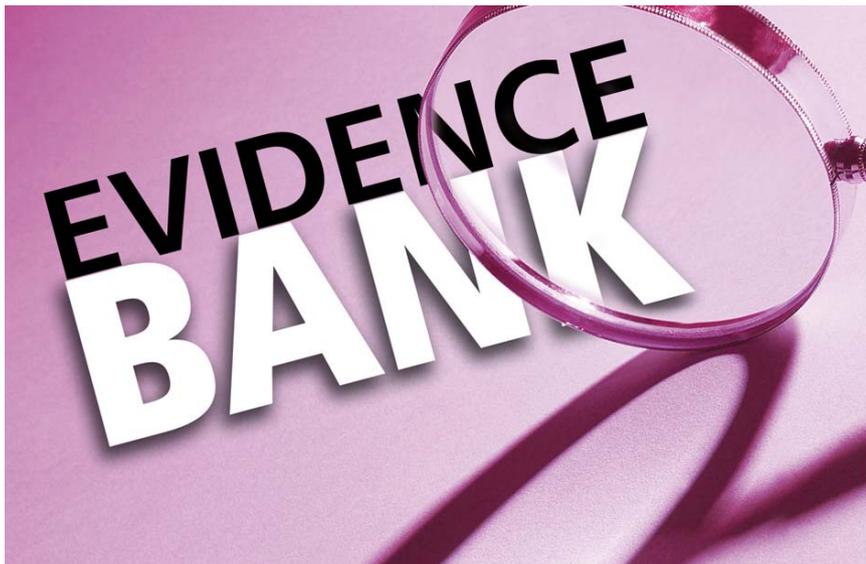


## **“Thank you”**

Thank you to all staff for your contributions to the Evidence Bank during 2012-2013. We have selected examples from the Evidence Bank for inclusion in this annual report to illustrate the breadth of activities taking place across the Adults and Communities Directorate.

I hope this annual report inspires staff to continue to share details of new developments and innovations, demonstrating the positive impact these have on our service users and carers.

Simon Morris  
Performance Manager  
Continuous Improvement Team  
Health and Wellbeing  
Adults and Communities directorate



## What is the Evidence Bank?

The Evidence Bank is a database containing examples from staff of service developments, evaluations and innovations that are improving outcomes for service users and carers. The examples in the Evidence Bank illustrate the breadth of activity taking place across the directorate and how staff continue to improve outcomes for citizens of Birmingham.

## What is the Evidence Bank used for?

Throughout the year line managers have helped identify service developments and innovations during supervision sessions and in team meetings, and then submitted these examples to the Evidence Bank.

The examples were then used to:

- **Provide a bank of evidence to support the directorate's assessment of its services**  
Examples from the Evidence Bank are being used as supporting evidence in an annual report called a 'Local Performance Account' which is being written by the directorate for the 2012-2013 performance year. The aim of the Local Performance Account, which is a public document, is to demonstrate to the citizens of Birmingham how we are improving outcomes for those who require care and support.
- **Share details of innovative practice across the Directorate**  
Use the Evidence Bank to learn from others and avoid 're-inventing the wheel'.
- **Increase awareness of service developments within the Directorate**
- **Provide the opportunity for staff to reflect on and recognise the value of service developments, evaluations and innovations.**



## Going forward

We will continue to focus on SDBP priorities and capture details of new developments and innovations.

We hope that this annual report encourages staff to continue to share examples of new developments and innovations through contributing to the Evidence Bank in 2013-2014.

## How well do you think we have done in 2012/13?

Have your say by contacting:

The Customer Care and Citizen Involvement Team

Phone: 0121 303 5161

Email: [CustomerCareTeam@birmingham.gov.uk](mailto:CustomerCareTeam@birmingham.gov.uk)

Website: [www.birmingham.gov.uk/AdultCustomerCare](http://www.birmingham.gov.uk/AdultCustomerCare)



# Examples of Developments and innovations

## Assessment and Support Planning (ASP)

- **Adults and Communities delayed transfers of care: evaluation report Hospitals (June 2012)**

Evaluation of four key initiatives to reduce hospital delays in Birmingham:

- Enablement Discharge Pilot (based at Queen Elizabeth Hospital);
- Quick Discharge Service 'bridging service' (to enable earliest possible discharge with Home Care support to the community);
- Hospital Peripatetic Team; and
- Interim Beds (on South).

- **Introduction of ASP Celebrating Success Awards Scheme (January 2013)**

In January 2013 ASP launched a new awards scheme to recognise and celebrate 'Excellence in Everyday Practice' and 'Creativity and Innovation'. The scheme is also designed to tie in with other internal and external awards schemes. A winner of one of the awards said: *"It is really rewarding, being recognised for the work I did"*.

- **Activ8 Social Work Practice Pioneer Project (SWPPP) evaluation Independent Social Work Pilot (February 2013)**

In November 2011, Birmingham was successful in its bid to host one of seven national Independent Social Work Practice Pilots (Activ8/Cre8), along with a Social Work Practice Pioneer Project. This report evaluates Birmingham's Social Work Practice Pioneer and looks at the difference the 'peer to peer' group and Cre8 made for those who use services and for social work and social workers.



▪ **Activ8 end-point feedback report  
Independent Social Work Pilot (March 2013)**

Birmingham hosted a Social Work Practice Pilot called 'Activ8' to deliver a new model of social work. This report from the University of Bristol describes Activ8's model and how the service demonstrated the values of a social enterprise.

▪ **Making it Real. Birmingham City Council's story  
Service User-led Quality Board (June 2012)**

Birmingham City Council was one of the first councils to pilot 'Making it Real' (MiR). This case study describes how MiR was piloted in Birmingham including:

- setting up a Service User-led Quality Board;
- choosing three priorities from the MiR "I" statements; and
- developing an action plan.

The case study was published on the 'Think Local Act Personal' website at:  
<http://www.thinklocalactpersonal.org.uk/Regions/EastMidlands/Latest/resource/?cid=9277>

(A copy of the presentation to 'Community Care Live' conference on how Making it Real was implemented in Birmingham is also available on the Evidence Bank.)

▪ **Annual report of the Birmingham Safeguarding Adults Board 2011-2012  
Birmingham Safeguarding Adults Board (BSAB) (October 2012)**

The annual report provides an overview of data and reports on safeguarding from individual agencies that are members of BSAB.



## **Business Change**

- **Community Navigator pilot: research report  
Project Management (March 2013)**

The Adults and Communities directorate is working in partnership with Turning Point to develop a pilot Community Navigator service. The service will provide information, advice and signposting to all, with a focus on community based services and support. To inform development of the pilot, local people were recruited and trained as Community Researchers to explore how residents connect with services and access information and advice. This research report describes findings from the community research and engagement conducted by Community Researchers.

(The Evidence Bank also includes details of how Turning Point developed the role of Community Researcher.)

- **Learning Disabilities Enablement Project: closure report  
Project Management (January 2013)**

The Learning Disabilities Enablement Project was set up to design and test an enablement pathway for service users with a learning disability. Nine service users were referred to the pilot enablement pathway. This report details the lessons learned from the project, savings and the effects on participants' quality of life.



# Commissioning

- **Introduction of SProc.Net for micro-tendering (September 2012)**

In 2012 the Council started purchasing home support services through a new framework agreement. Brokers, who organise packages of care for eligible citizens, invite providers registered on the framework agreement to bid for the care package in a process known as micro-tendering. The system used to micro-tender is called SProc.Net (developed by Matrix SCM). Brokers now use this system to choose a provider based on their quality and price.

- **Supplier Relationship Management: a new approach to contract management (July 2012)**

Commissioning has introduced a Supplier Relationship Management approach to improve the way it manages the relationship between citizens, care providers and Birmingham City Council. Every bed based and home support care provider in Birmingham has now been assigned a designated Commissioning Officer

- **Reviews of learning disability service provision by lay assessors (September 2012)**

The lay assessor programme was introduced by Commissioning to complement annual monitoring reviews. The use of lay assessors provides a unique opportunity to include a service user perspective in monitoring visits. Between September 2011 and May 2012, the volunteer lay assessors visited a total of 27 residential and resettlement homes. This report provides an overview of their reviews.



▪ **Birmingham's Market Position Statement for social care 2012-14  
(January 2013)**

This Market Position Statement describes the current and potential future demand for social care in Birmingham as well as detailing the supply of social care services. It will be used to inform market structuring and to deliver the kind of market required for adults in Birmingham. Birmingham was the first local authority in the Midlands to produce a Market Position Statement and was asked by ADASS (Association of Directors of Adult Social Services) to share it with other councils as an example of best practice.

▪ **Autism strategy for adults in Birmingham 2013 – 2015  
(March 2013)**

In March 2013 Birmingham's Autism Partnership Board's (BAPB) launched a consultation to obtain people's views on its Autism Strategy for Adults in Birmingham. The Board's vision is that all adults with autism will have the same opportunities as anyone else to live rewarding and full lives. The strategy focuses on six main areas:

- implement training and raise awareness;
- implement pathways for diagnosis;
- improve on opportunities for employment and education;
- improve access to services;
- improve transitions from childhood; and
- improve interactions with the criminal justice system.



- **Opening of mental health hub and spoke centres  
(April – October 2012)**

Mental health day services in Birmingham have been re-designed; culminating in the opening of three mental health hub and spoke centres during 2012 in Erdington, Hockley and Northfield. A 'hub' is a main central facility/organisation linking with spokes which are community based groups or activities. The hub and spoke services will deliver interventions to aid recovery. They will also support individuals to access education, training and employment opportunities and engage in activities to improve independent living and mental wellbeing.

- **Birmingham LGBT Health and Wellbeing Centre  
(January 2013)**

The Birmingham LGBT Centre for Health and Wellbeing is a new centre to address the health inequalities faced by Birmingham's lesbian, gay, bisexual and trans (LGBT) community. It is the first centre of its kind to open in England and Wales and the project was commissioned through the Adult and Communities directorate's Third Sector grant process. The centre will work alongside other service providers to target the issues that disproportionately affect the LGBT community such as high rates of smoking and drinking, self-harm, depression and attempted suicide.



## Health and Wellbeing

### ▪ **Adults and Communities citizen involvement - the way forward Strategic Engagement and Performance (January 2013)**

This report outlines proposals for changes to Adults and Communities engagement practices. It proposes that future involvement activity will have three main outcomes:

- improve the quality of services by co-producing solutions (co-production is defined as delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours);
- improve our ability to hear citizen's views of services; and
- provide a representative pool of people from which the directorate can recruit for co-production activity.

It also proposes that Citizen-led Quality Boards for Assessment & Support Planning and Commissioning sit at the centre of all engagement activity with service user and carer forums receiving requests for information from them, feeding back views and experiences, and contributing to 'task and finish' groups.

### ▪ **Adults and Communities Information, Advice and Advocacy Strategy 2012 -2015 Strategic Engagement and Performance (April 2012)**

This strategy describes how the directorate will ensure that citizens have accessible, accurate and good quality information, advice and advocacy to support them in making informed choices about care. This will be available through a variety of channels including Web, telephone and face-to-face.

### ▪ **Adults and Communities Citizen-led Quality Boards terms of reference Strategic Engagement and Performance Continuous Improvement Team (January 2013)**

The Adults and Communities Directorate has set up two Citizen-led Quality Boards – one covering the work of Assessment & Support Planning services and one for Commissioning services. The Boards aim to check that the Adults and Communities Assessment & Support Planning, Safeguarding and Commissioning services produce the best outcomes for the citizens of Birmingham within available resources.



# Public Health

- **Birmingham Telecare Service: establishing an independent quality assurance process**

## **Prioritisation Prevention and Prediction (October 2012)**

The Good Governance Institute (GGI) was commissioned to develop and run an independent quality assurance programme to ensure high standards in telecare service delivery. This document describes a framework for a quality assurance process and includes initial findings from interviews and focus groups with stakeholders, service users and carers about the service.

- **Bereavement Support Services**

## **Prioritisation Prevention and Prediction (January 2013)**

A new targeted prevention service has been commissioned from Age Concern to help individuals aged 60 years and over who have been bereaved within the last 12 months. The service aims to help those who are most 'at risk' from falling into a more harmful depression by providing support and advice on practical and emotional issues relating to bereavement. It is free of charge and accepts self-referrals as well as referrals from GPs, social workers and carers.

- **Birmingham Hearts and Minds Service**

## **Prioritisation Prevention and Prediction (January 2013)**

This new targeted prevention service has been commissioned from the Alzheimer's Society. It is a free service to support those at risk of developing dementia. The service will work with those 'at risk' of dementia for a maximum of 6 months to raise awareness and understanding of memory loss and to work towards delaying the onset or progression of dementia. It includes:

- dementia information and awareness;
- telephone based information and signposting service;
- activity cafes;
- support workers offering practical and emotional support; and
- volunteer befriending service.

Access to the service is through self-referral or via GPs or the Adults and Communities Access Point (ACAP).



## Specialist Care Services (SCS)

- Relocation of Marsh Lane Day Centre and development of partnership working

Marsh Lane Day Centre (November 2011 – May 2012)

Description of how staff at Marsh Lane Day Centre relocated the service into a new building within a very short timescale, and then developed partnership working with staff in Age Concern who were based in the same building. This included sharing resources, organising joint celebrations etc. which benefited both service users and staff.

- Telephone befriending pilot  
Share-Friends (April – November 2012)

Share Friends has piloted a 'telephone befriending service' to support those people with a disability who were on a waiting list for a befriender. Six service users were matched with six volunteers for the pilot. Feedback from the participants was very positive, with both volunteers and service users enjoying the regular telephone calls.

*"... love my Monday evening chats with 'H' we get on well and we have lots to talk about."*

*"... it's great to have someone to talk to, she feels like a best friend."*

Share Friends offered to pay volunteers' expenses but all of them were able to provide the service using free minutes of time from their telephone network provider.

The success of the pilot means the service will now be expanded.



- **IT boost for city day centres**  
**Learning Disability Day Centres (February 2013)**

IT training suites have been created at Hockley and Sparkbrook day centres to provide training facilities for centre staff and to generate income when the training rooms are hired by other council departments. At Hockley the income generated from the training facilities has already been used to convert a storeroom into a kitchen. Carol Davies, Group Manager, commenting on the benefits of the training suites said:

*“More people coming through our door means that our café in Hockley is doing really well and our pop up shop is increasingly busy. The income this generates is great but it has also given visiting delegates the chance to meet and interact with our clients. This is really good news for our centres and the clients that use them.”*

- **Staff trained in PEG feeding**  
**Community Links (December 2012)**

An older gentleman attending the Elders Group at the Perry Tree Centre was unable to go out on trips etc. as he uses a PEG tube and there were no staff trained in PEG feeding to accompany him. (PEG feeding uses a feeding tube to get food, fluid and medicines directly into the stomach.) To resolve this, the Community Links service arranged for staff to receive free training on PEG feeding from a dietician which meant they could support the service user to participate in a wider range of social activities.

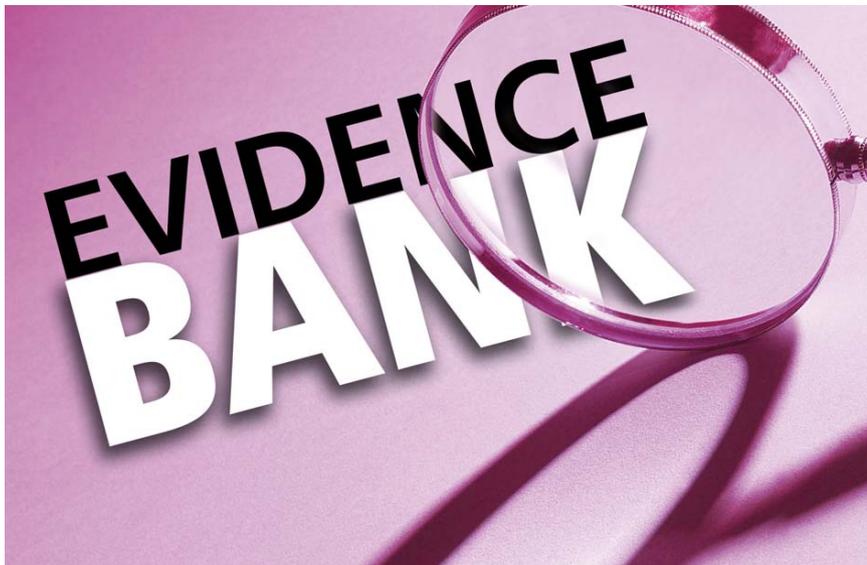
- **Nail service**  
**Home Care Enablement Service (January 2013)**

In January 2013 Home Care launched a new falls prevention initiative. Many elderly people are not able to cut their own toe nails and have no-one to do this for them. Overgrown nails affect mobility and can contribute to falls. Working with the NHS and Matthew Boulton College, 15 Home Care staff completed a 3 month course to become qualified and registered nail carers. Now all new Enablement Service customers who need nail care receive it free and are given personal nail care equipment to keep. Home Care also ensures customers have information about registered nail carers in their area.



- **Soap making and selling enterprise**  
Hockley Day Centre (From August 2012 onwards)

A group of service users at Hockley Day Centre have set up an enterprise making and selling soaps. The service users select which ingredients to purchase, use moulds to make soaps of different shapes and sizes and then sell the soaps on market stalls at Council offices, care homes etc. Through their engagement with the activity, the service users have developed a range of skills and also generated income which goes back into the enterprise.



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