

Right Care, Right Time

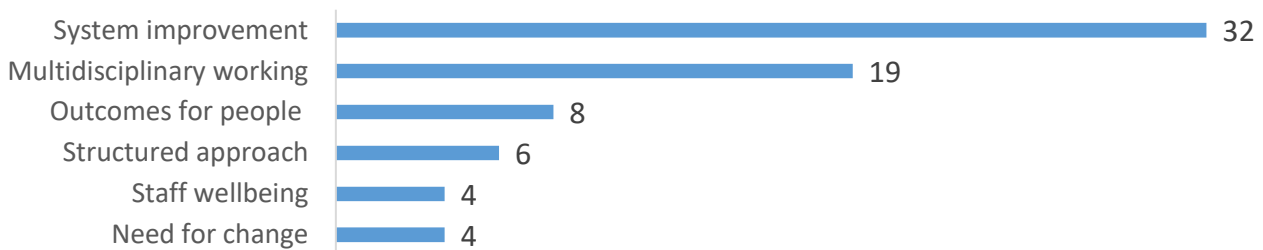
Engagement Events

As part of the development of the Right Care, Right Time Programme, two staff events were held on January 22nd and 23rd 2024. Over 60 staff attended from across Clackmannanshire and Stirling and from different services and disciplines. Programme leadership provided details of the programme, its focus and details of the proposals which were then discussed in smaller groups.

The groups were asked to discuss what they thought were the good bits about the proposal, any concerns or risks they had and for suggestions.

These have been recorded by facilitators and coded and all comments have been shared with the Programme Team. This report provides an outline of the key points raised within the discussion.

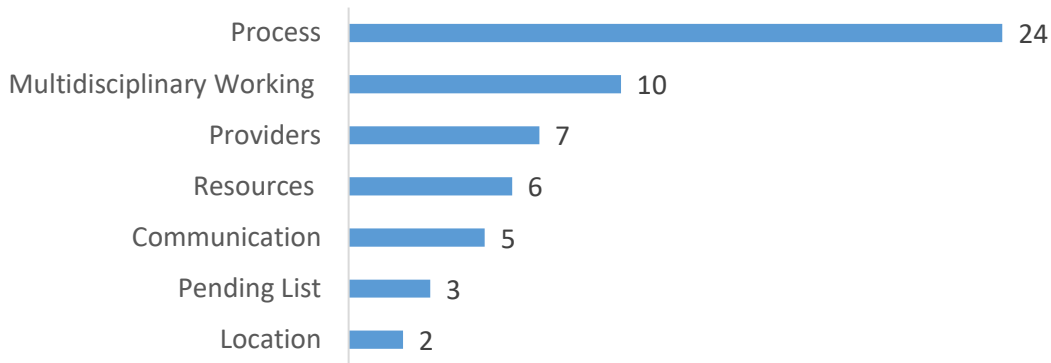
The Positives



Here are some of the comments recorded around the positives of the programme:

System Improvement	<p>Good that there will be one clear process and direction, Standard Operating Procedures etc. for Clackmannanshire and Stirling.</p> <p>Screening first will be more efficient and reducing the backlog is key.</p> <p>Focus on reducing waiting lists will mean less frustration and complaints, staff can work on current position.</p> <p>This will enable more focus on new referrals and whoever is writing them, we can collect data on this.</p>
Multidisciplinary Working	<p>Weekly Hub will help us understand asks and pressures and build relationships between teams.</p> <p>Weekly Hub is positive, it will strengthen relationships and maximise resources.</p> <p>Multidisciplinary approach is good, especially with AHP and Third Sector involved.</p> <p>Partnership working will provide a consistent approach.</p>
Outcomes for People	<p>Reduced waiting lists and pending lists will mean we get to people before they deteriorate.</p> <p>The Weekly Hub will provide a better service for people.</p> <p>Better communication with people will manage expectations and give updates on service.</p> <p>Really good to start working in a more prevention and early intervention model.</p>
Structured Approach	<p>Planned and structure approach welcomed.</p> <p>Framework and timescales for implementation is good.</p> <p>Good staff engagement is key.</p>
Staff Wellbeing	<p>Retention of staff with reduced pressure, stress and sickness in the long term.</p> <p>System will improve working lives.</p>

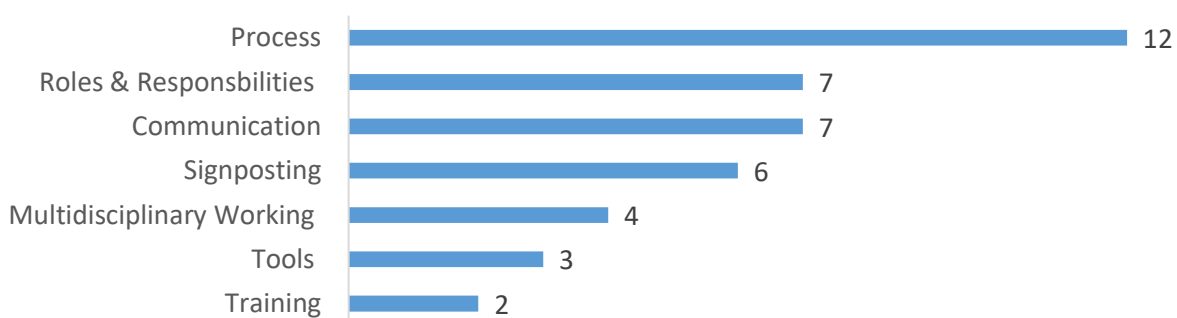
Concerns and Risks



When asked about the concerns or risks of the programme the following comments represent the discussion:

Process	Most concerns surrounded the process and contains a lot of detail, especially around elements of the map and services. Each of these comments have been recorded and will be worked through with the teams. Some of the topics raised included Adult Support and Protection, Single Shared Assessments, Duty, Pending List, Providers and Weekly Hub.
Multidisciplinary Working	What are the roles and responsibilities of people within the process? Need to consider representation of teams/disciplines in different parts of the process
Providers	Need to review the number of providers and build relationship with providers.
Resources	Look at resources and capacity. How do we utilise these effectively.
Communication	Providing staff with information on what the changes mean for them. Staff need to be included in the development and conversations. Clear communication to public and other professionals on the change.
Pending list	How can we implement the new model and deal with the Pending List at the same time?
Location	Location of teams is important to build MTD working and relationships.

Suggestions



Here are some of the suggestion recorded:

Process	Need to review and simplify paperwork. Look at the information gathered from referrals and signposting. How to integrate all disciplines throughout the process.
Roles and Responsibilities	Contact Centre needs a new role and remit, information on how to divert calls. Role of the Carers Centre in signposting to community supports and not SW. Review approval levels and process.
Communication	Need for regular updates on the programme, what is working well and what stage we are at. Team meeting updates. Communication with NHS and Acute side to raise awareness.
Signposting	Use of social work systems to send service users signposting information. Clear messaging on finite resources/manage expectations. Different ways to access information and self-management - digitally enabled.
Multidisciplinary Working	Improve links to community hospital discharge and social work.
Tools	Social Work Replacement systems configured to hold information to support this model. Just Checking tool.
Training	Training needs - helps staff feel confident in their roles.

Next Steps

Work around the programme is ongoing and opportunities to learn more about the programme and help shape the programme are available.

A survey is open to staff to provide their thoughts on the programme proposals and is open until 28th February 2024. The results will be published shortly after and used to inform programme development.

Further information on the programme will be provided within Team Meetings and staff are also encouraged to email rightcarerrighttime@stirling.gov.uk with any suggestions and questions.

The Programme Team are also looking for volunteers within the teams to develop Standard Operating Procedures. Interested staff can also email the rightcarerrighttime@stirling.gov.uk mailbox.