

**PRACTITIONERS LEAD THE WAY TO
SIMPLER STRONGER SOCIAL
CARE**

A STORY OF CULTURAL CHANGE

ANGELA PLUMMER – DIRECTOR (ADULTS)

THE BEGINNING



REABLEMENT
VOLUME & EFFECTIVENESS

ACUTE DISCHARGE
BETTER PATHWAYS

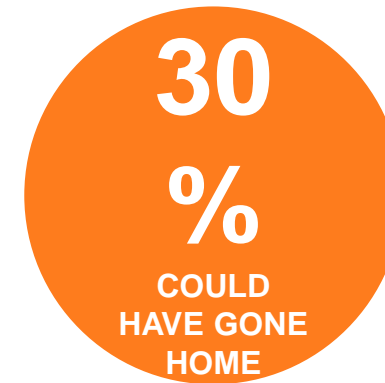
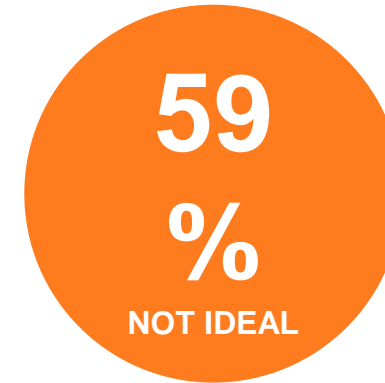
FRONT DOOR
OPERATION FAST-TRACK

COMMUNITY
BEATING THE BACKLOG

Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
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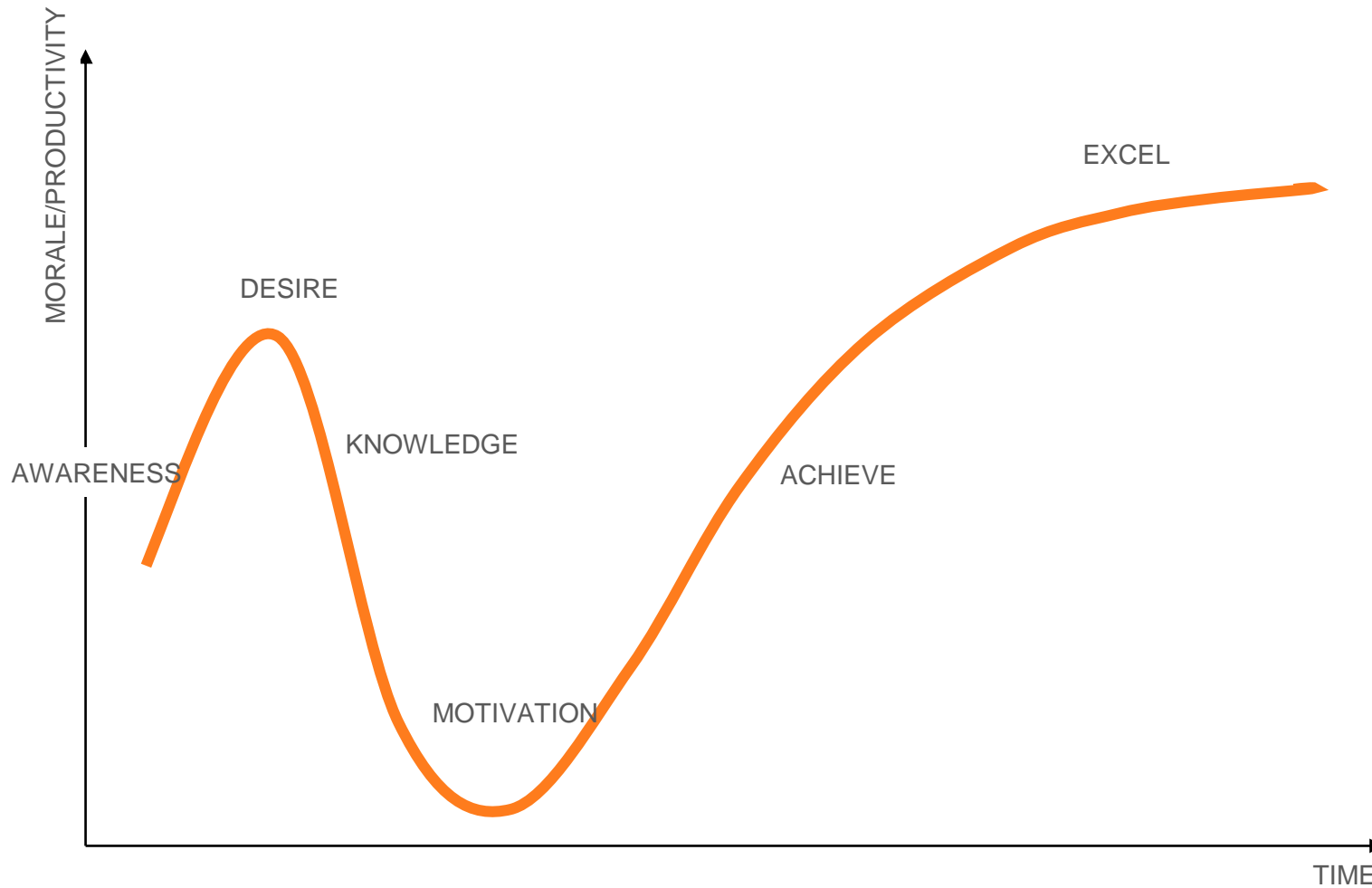
STARTING THE CHANGE

FEAR



Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
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THE CHANGE CURVE



PRACTITIONERS AWARE
OF THE JOURNEY
AHEAD

PLANNING FOR THE DIP
IN MOTIVATION

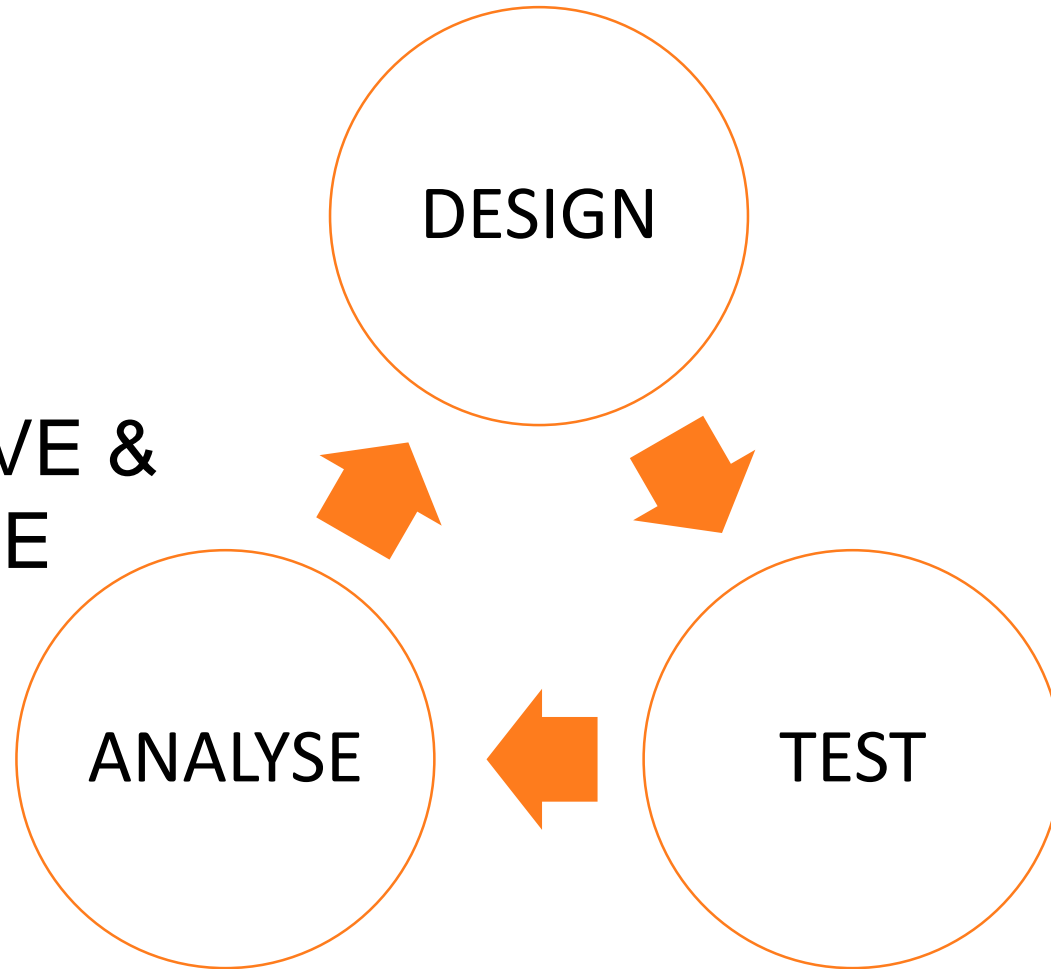
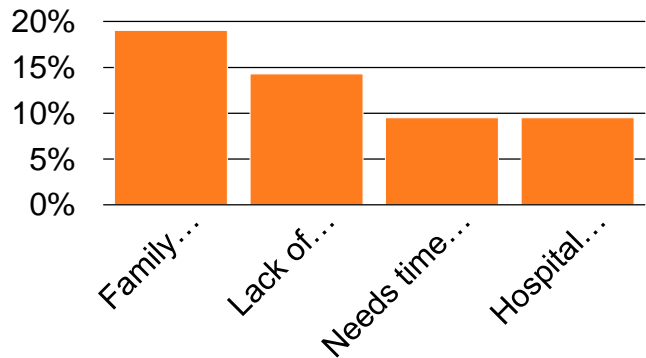
TAKING RESPONSIBILITY
FOR THEIR OWN PLANS

Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
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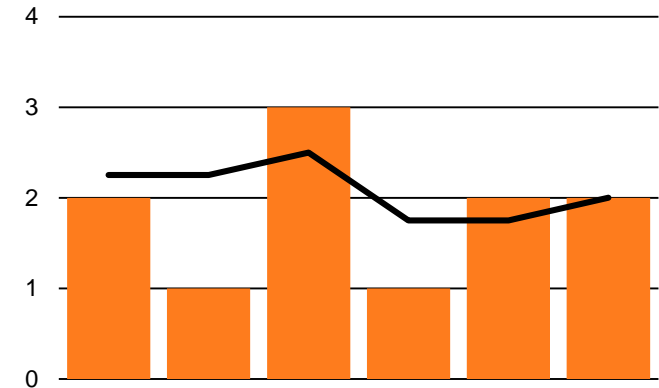
DESIGNING THE SOLUTIONS

DRIVE & PACE

REASONS THAT THE IDEAL OUTCOME WAS NOT ACHIEVED



PLACEMENTS PER WEEK



Oct 16 | Nov 16 | Dec 16 | Jan 17 | Feb 17 | Mar 17 | Apr 17 | **May 17** | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18

DESIGNING THE SOLUTIONS

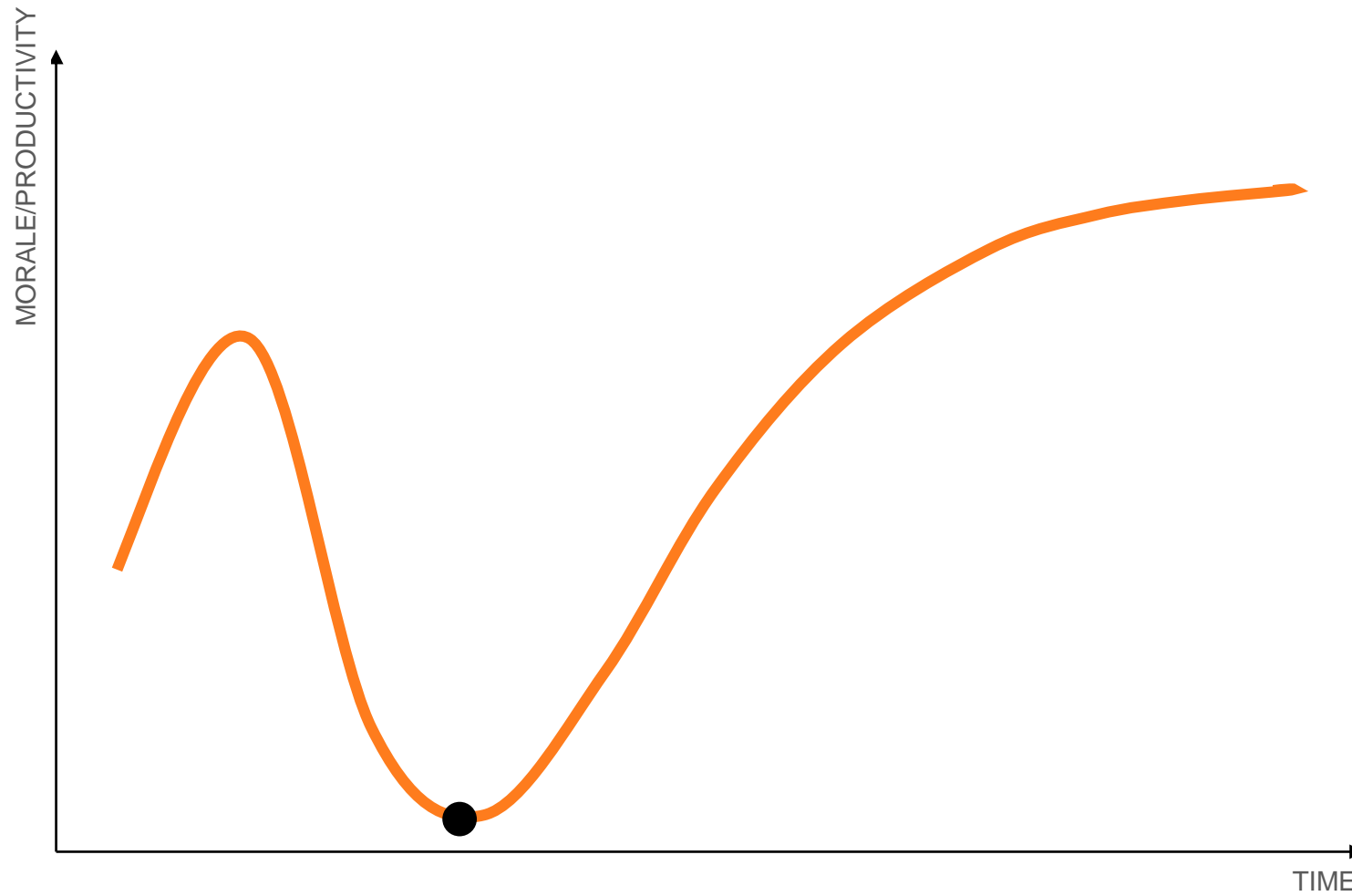
“WE HAVE A PROBLEM AND ITS THEIR FAULT, WHAT ARE YOU GOING TO DO ABOUT IT?”

“WE HAVE A PROBLEM, I’VE SPOKEN TO REABLEMENT AND THIS IS THE ACTION WE’VE TAKEN, IS THAT GOING TO WORK FOR EVERYONE ELSE?”



Oct 16 | Nov 16 | Dec 16 | Jan 17 | Feb 17 | Mar 17 | Apr 17 | **May 17** | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18

IMPLEMENTING THE SOLUTIONS



DToC

Oct 16 | Nov 16 | Dec 16 | Jan 17 | Feb 17 | Mar 17 | Apr 17 | May 17 | Jun 17 | Jul 17 | Aug 17 | Sep 17 | Oct 17 | Nov 17 | Dec 17 | Jan 18 | Feb 18 | Mar 18 | Apr 18 | May 18

IMPLEMENTING THE SOLUTIONS



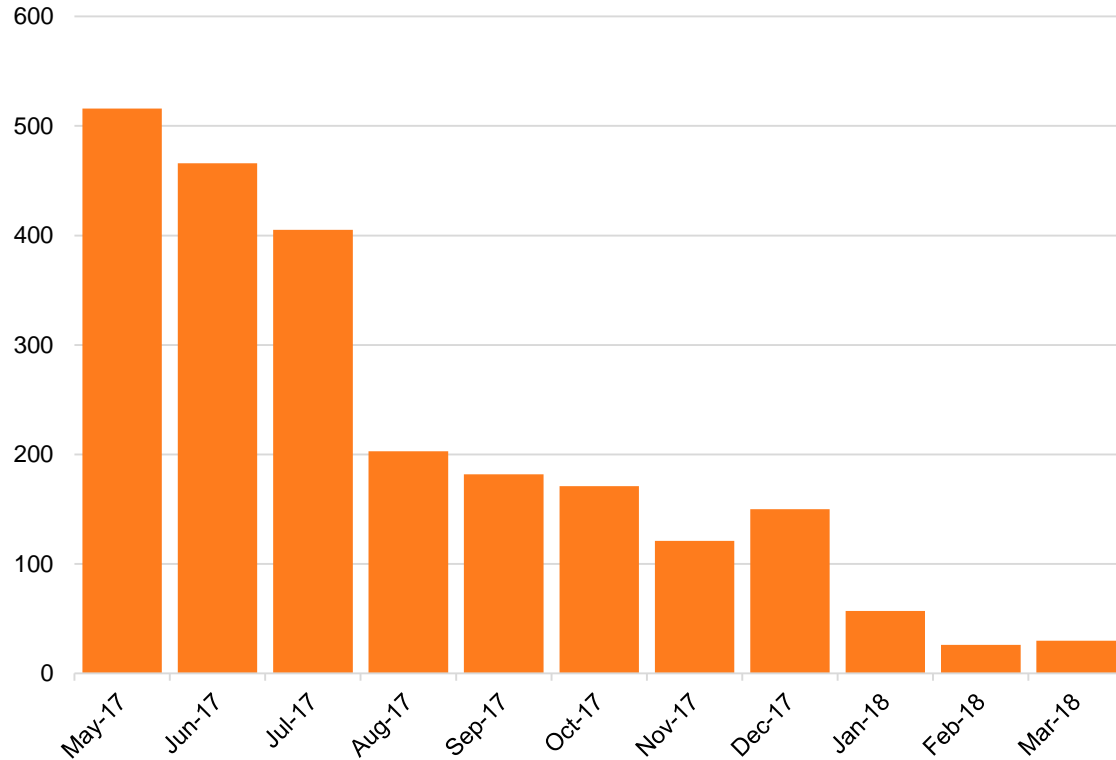
CONTINUOUS IMPROVEMENT



Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
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IMPLEMENTING THE SOLUTIONS

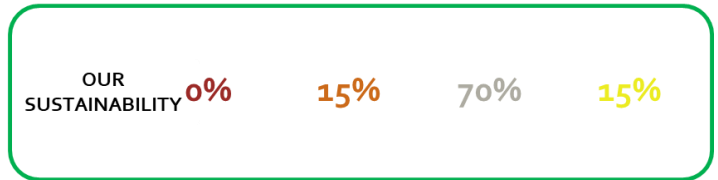
SOCIAL CARE DToC DAYS PER MONTH



<25
DISCHARGED TO
RESI/NURSING

Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
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MAKING IT STICK



fast
 coordinated
 pro-active fun
 zippy
 joined-up
 connected
 positive

Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
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THE IMPACT

	BEFORE	NOW
PERMANENT ANNUAL ADMISSIONS TO RESIDENTIAL & NURSING	310	166
PEOPLE RECEIVING HOME REABLEMENT		1200
LENGTH OF STAY IN		22 days
FRONT DOOR WAITING LISTS		< 6 weeks
MONTHLY DTOC	> 500 days	< 30 days

£2.7M

SAVINGS TARGET

£3.3M

SAVINGS ACHIEVED

