




SCA Autumn Conference:
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Driving up quality in hard times

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Adult Services

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What is SCIE? 

- An independent charity approaching its 10th anniversary
- Identify and spread knowledge about good practice in social care – adults, children, families across the UK
- Support delivery of transformed, personalised, services – practitioners, managers, sector leadership
- Ensure experience and expertise of people using services and carers is reflected in our work
- Produces research, practice guidance and learning materials

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How cold will the climate be?



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Pretty cold! A few figures:



- Spending on public services: tightest 4-year squeeze since April 1975 to March 1980
- Local Government: average 26% reduction – plus demographic pressures
- NHS: tightest settlement since April 1951 to March 1956

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Some comfort for adult social care:

- Government making available **£1bn by 2014/15** within the NHS *specifically* for measures that support social care and benefit health
- **Total grant funding** from the Department for social care will reach **£2.4bn by 2014/15**

However frosty the climate, mustn't let good things slide, because:

- In the last year of quality ratings, 2010, 83% of all providers were rated “good” or “excellent”
- Private providers – by far the largest group – scored 81% “good” or “excellent” but had improved very significantly, up from 66% in just two years
- By April 2010 only 1% of all regulated care services were rated as “poor”

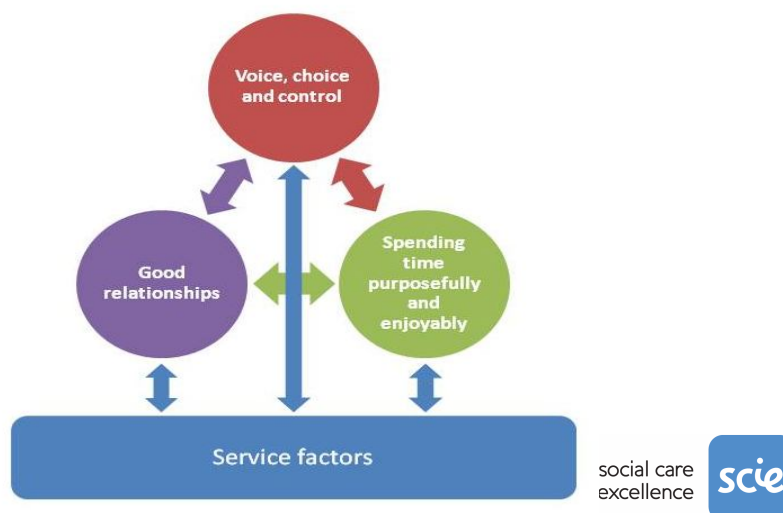
Many of the previous levers to drive up quality are going

- No more assessments of council or PCT commissioning
- Fewer top-down targets and less ring-fencing of grants
- CQC focussed on the essential standards of safety and quality
- All this at a time of severe public spending restraint
- So what do we do now?

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Defining excellence in regulated adult social care services - summary



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Leadership will be more vital than ever....

- Service owners and managers like you are the key to quality care
- Staff will inevitably be worried about the economic climate
- Our job is to stay relentlessly optimistic and upbeat
- Well-resourced services can still be of poor quality and vice versa. Why....
 - the quality of the leadership

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...as will innovation and the search for continuous improvement

- Providers have a strong track record of innovation, eg extra-care housing, dementia care
- Need to build on this
- SCIE expert seminar on innovation last year

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Key messages from innovation seminar



- Need for person-centred, co-productive approaches
- Changing (diminishing) role of national government
- Councils also need to change their culture and become more collaborative with providers - "We are all in this together"
- Leadership is critical

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SCIE – Support for care providers



- Dementia Gateway
- Dignity guide and network
- SCTV & e-learning
- Get Connected
- Personalisation, Mental Capacity Act – briefings, sector support

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Social Care TV

Social Care TV is an online service with over **85** video resources that can be viewed online or downloaded for use in presentations or training events.

All videos include supporting material and related information as well as subtitled versions and transcripts

To date the service as had in excess of **200,000** views











SCIE's e-learning resources

<ul style="list-style-type: none"> Developing skills and services e-learning Parental mental health and families Mental Capacity Act Managing knowledge to improve social care Personalisation Fair Access to Care Services (FACS) Open Dementia programme Managing risk, minimising restraint Interprofessional and inter-agency collaboration Law and social work Communication skills Residential child care Children of prisoners Poverty, parenting and social exclusion The mental health of older people 	<p>Parental mental health and families</p> <p>Exploring the nature of parental mental health and its impact on families. 8 modules (2011)</p> <p>more</p>	<p>Mental Capacity Act</p> <p>Exploring the Mental Capacity Act including best interests decision making and how to support people to make their own decisions. 9 modules (2011)</p> <p>more</p>	<p>Managing knowledge to improve social care</p> <p>Explores the principles of knowledge management for individuals and organisations. 9 modules (2010)</p> <p>more</p>	<p>Personalisation</p> <p>Looks at how to support individuals through the personalisation process. 2 modules (2010)</p> <p>more</p>
	<p>Fair Access to Care Services (FACS)</p> <p>Covers the re-orientation and re-skilling of staff directly involved in decision-making using FACS and eligibility criteria. 1 module (2010)</p> <p>more</p>	<p>The Open Dementia Programme</p> <p>An in-depth introduction to dementia and the experience of living with the disease. 7 modules (2009)</p> <p>more</p>	<p>Managing risk, minimising restraint</p> <p>Explores the nature of managing risk and minimising restraint when working with older people in care homes. 3 modules (2009)</p> <p>more</p>	<p>Interprofessional & inter-agency collaboration</p> <p>Looks at how to improve collaborative practice between professionals and agencies. 7 modules (2009)</p> <p>more</p>
	<p>Law and social work</p>	<p>Communication skills</p>	<p>An introduction to residential child care</p>	<p>Children of prisoners</p>
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Dementia Gateway

If you work with people with dementia in nursing, residential or domiciliary settings we hope you will find this website useful. There are lots of practical tips, tools and activities in the sections below that will help you with your daily work. Each section has been written by a national dementia expert so you can be sure the information and guidance is up to date and reflects what we know about best practices in dementia care. Come back often as we'll be updating the site regularly.

- People
- Older people
- Dementia
- Gateway home**
- About dementia
- Getting to know the person with dementia
- Difficult situations
- Eating well
- Keeping active and occupied
- Making decisions
- The environment
- Young onset dementia
- End of life care
- Dementia Good Practice Exchange
- Key resources
- News

<p>About dementia</p>  <p>Learn more about the symptoms and causes of dementia</p> <p>more</p>	<p>Getting to know the person with dementia</p>  <p>Expand your skills in getting to know a person living with dementia</p> <p>more</p>	<p>Difficult situations</p>  <p>We tackle some of the most common difficult situations that can arise when supporting a person with dementia</p> <p>more</p>	<p>Eating well</p>  <p>Learn how to help a person with dementia manage mealtimes for greater health and enjoyment</p> <p>more</p>
<p>Keeping active and occupied</p>  <p>Discover lots of exciting approaches that can help a person with dementia to remain active</p> <p>more</p>	<p>Making decisions</p>  <p>Learn how to support decision making for people with dementia</p> <p>more</p>	<p>The environment</p>  <p>Practical ideas for making living spaces safe, user-friendly and enjoyable for a person with dementia</p> <p>more</p>	<p>Young onset dementia</p>  <p>Issues facing younger people with dementia</p> <p>more</p>

In the Pipe Line

- Working with NICE to produce Quality Standards in Social Care
- Training and Consultancy
- End of Life Care

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Think Local, Act Personal (TLAP)

1. Coproduction
2. Personalisation and self directed support
3. Cost effectiveness
4. Provider Development
5. Information to the Public
6. Community capacity
 - *Ways to measure progress*



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