

Community Led Support Working together for positive change in Swindon

Jenny Pitts, Programme Director
National Development Team for Inclusion



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an NDTI Programme

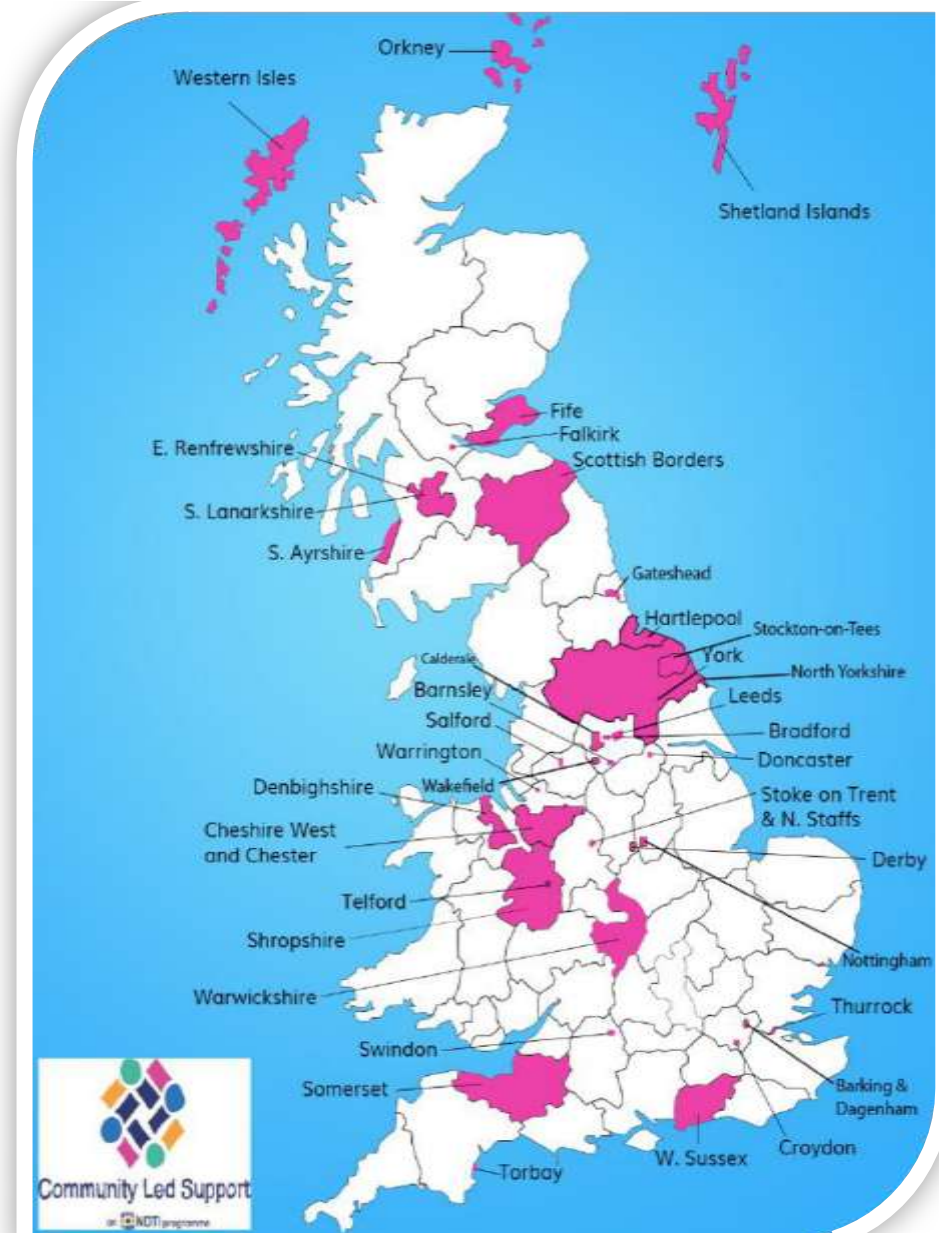


The CLS national network

A vibrant, peer support network sharing practical tools and innovations, experiences, learning and successes.

Bringing people together online and in person and connecting around themes of interest and shared learning through focus groups and workshops.

The network is the powerhouse of the CLS Programme.





What is the problem we're trying to fix?

- Many people are isolated and feel disconnected from their community
- People don't know where to go when they're struggling
- Issues that could be resolved become crises
- People often have many things going on which are all related but our system seeks to address each in isolation
- Many people get directed (or 'referred') to the council for an assessment and can be on waiting lists for a long time but an assessment is often not what they need
- Community supports and services often don't work together in real partnership
- Unnecessary bureaucracy is absorbing too much time and energy when we can least afford it.



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What does Community Led Support do?

- Brings community supports and services together in a local area to work together and collaborate
- Provides people with a welcoming place to go if they need to talk to someone
- Aims to work holistically – whoever they speak to can be connected to the person/ service that can help
- Focuses on ‘good conversations’ not assessments
- Focuses on connecting people to what is available locally
- Increases wellbeing, connection and independence



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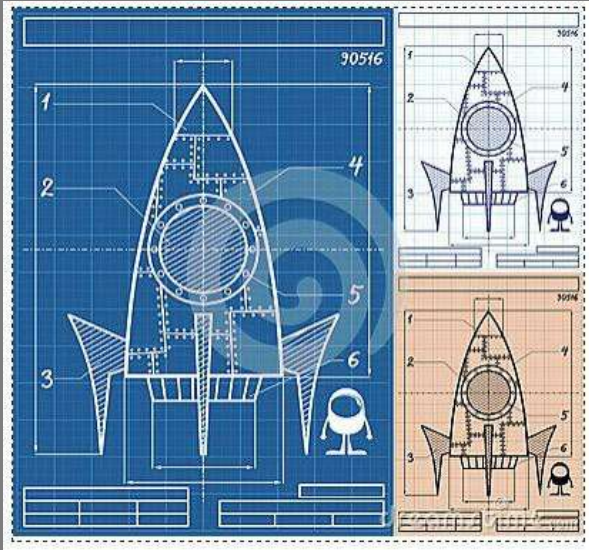
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There is no blueprint.

It is shaped by each local area,
building on what is already going
well and responding to local
priorities.

But **it's not rocket science.**

It's everything that we know we
should be doing.



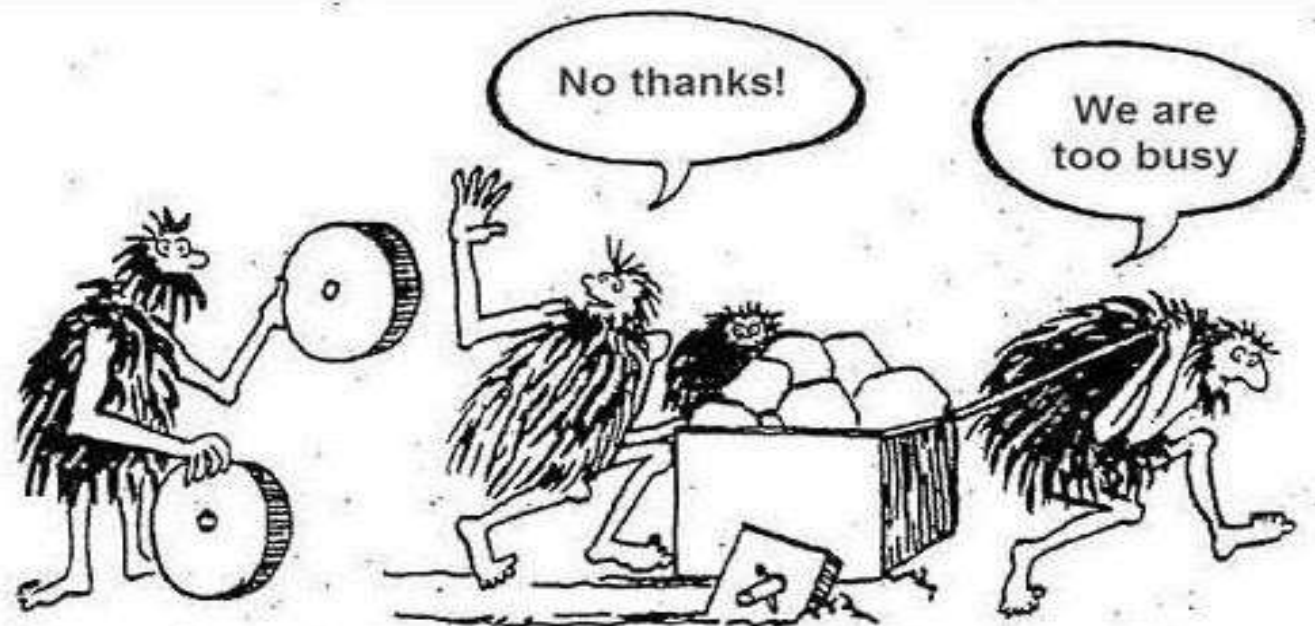
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Working together
to explore
whether there is
a better way of
doing things



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If you always do what you've
always done, then you will
always get what you've
always got.



The Community Led Support 'Rules'



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1. Don't break the law



2. Don't break the bank



3. Do no harm



But do break the mould!

The seven Community Led Support 'Principles'



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The principles are the
compass
for behaviour and
decisions.

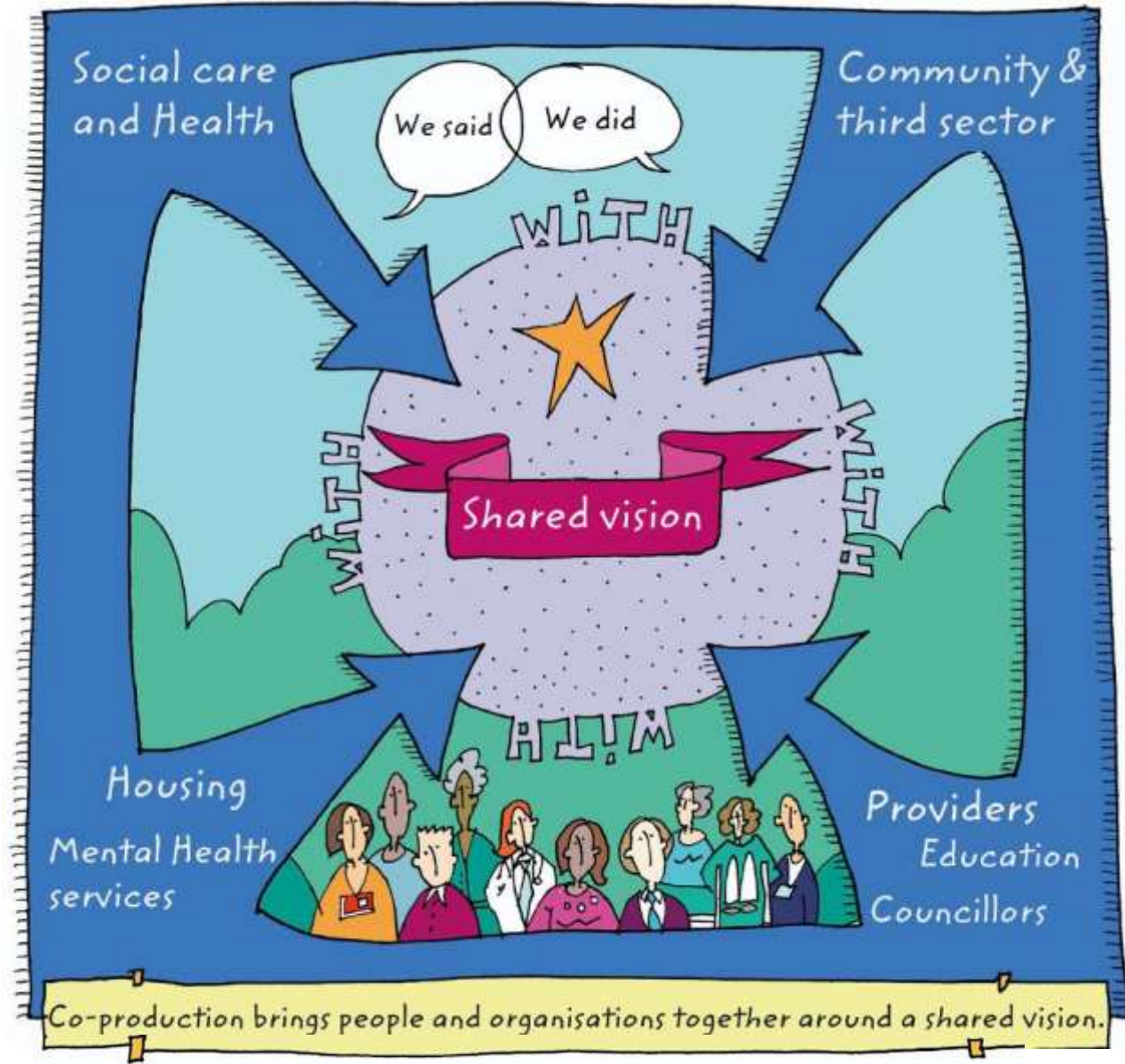
We need to embrace
**all of the principles,
at all times,** across
the whole system to
fully realise the
potential of this
approach.



Coproduction
brings people and
organisations
together around a
shared vision



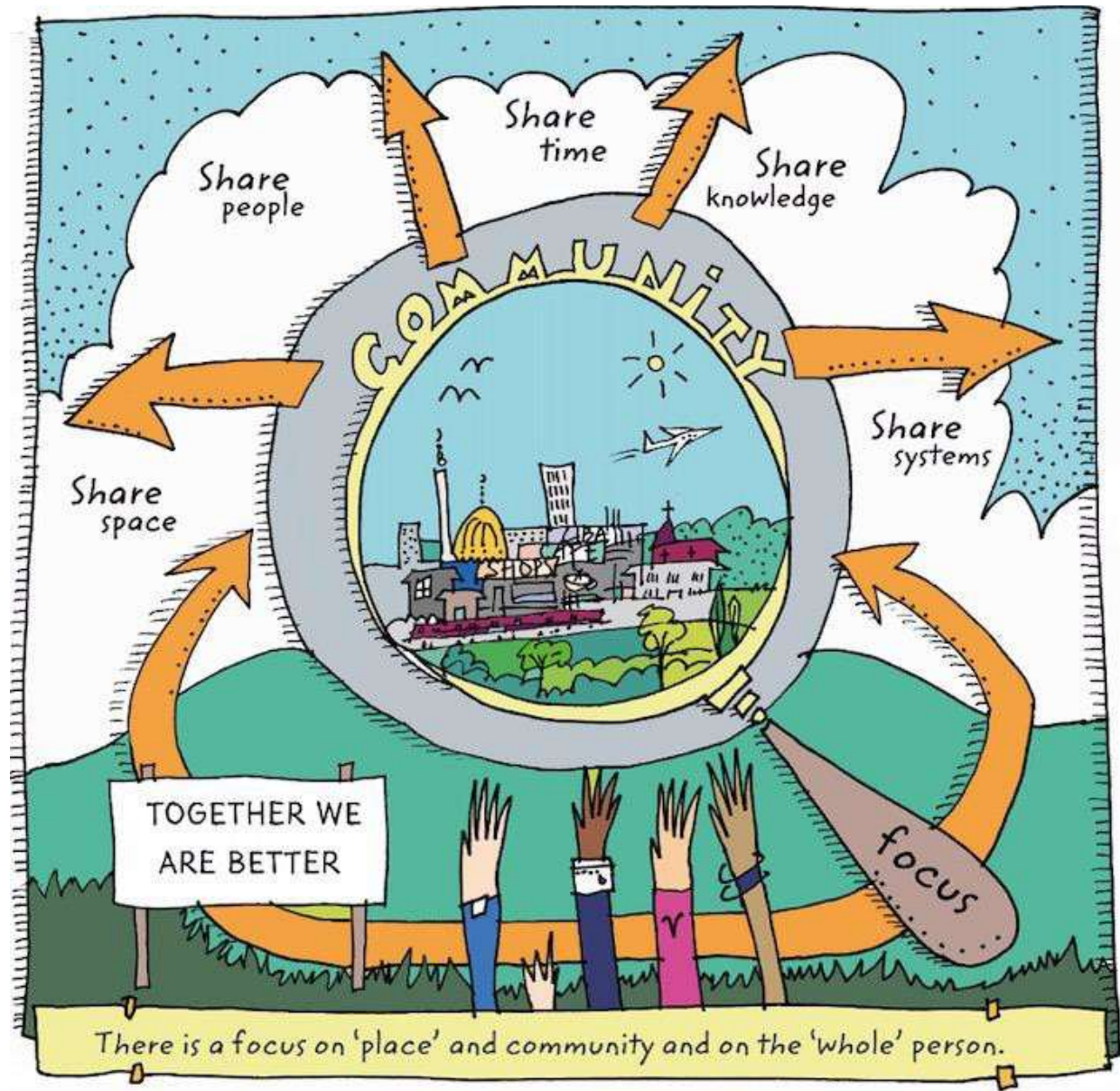
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There is a focus on 'place' and community and on the 'whole' person



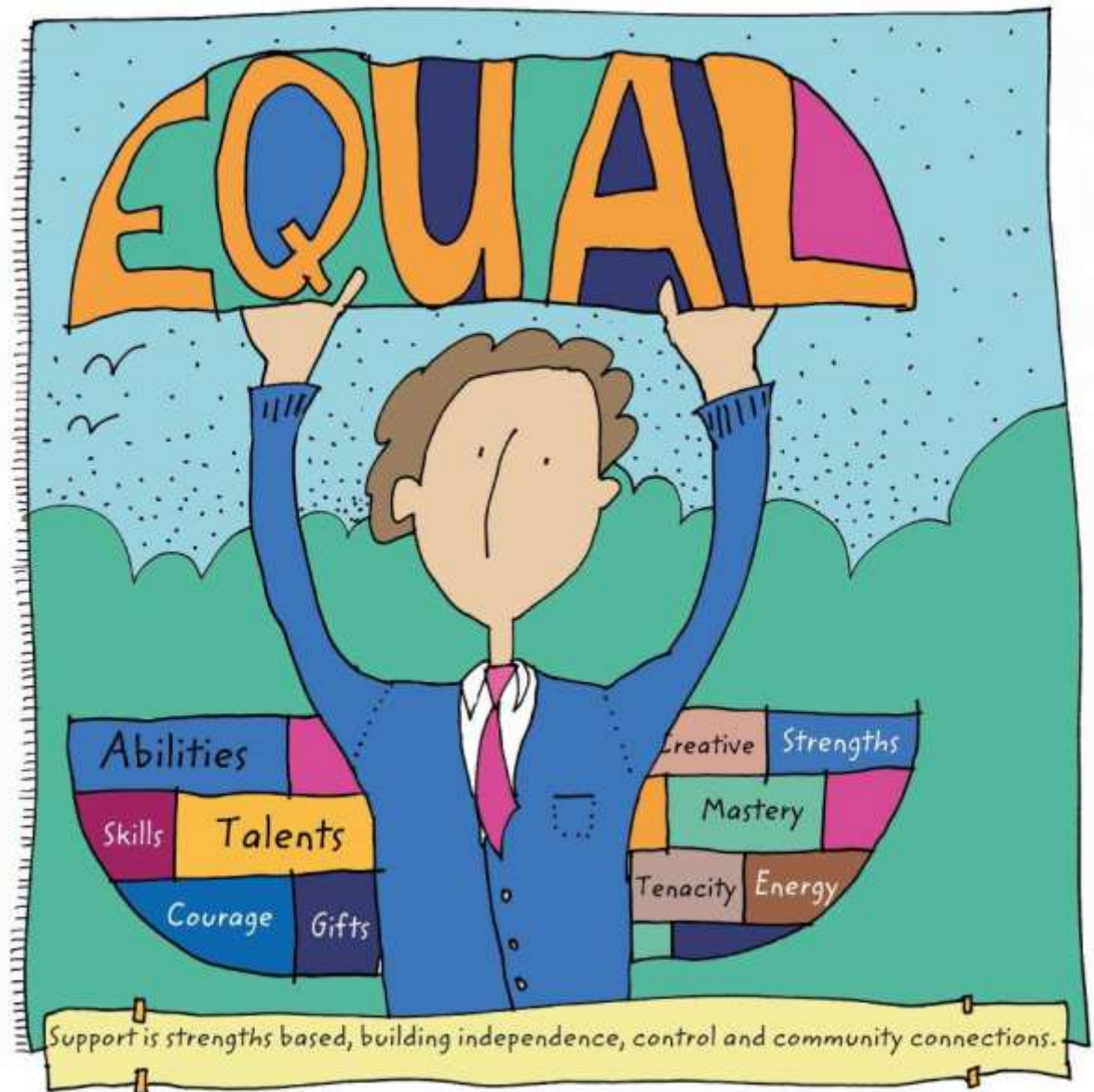
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Support is strengths based, building independence, control and community connections



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People can
get support and
advice easily,
when they need
it,
so that crises are
avoided



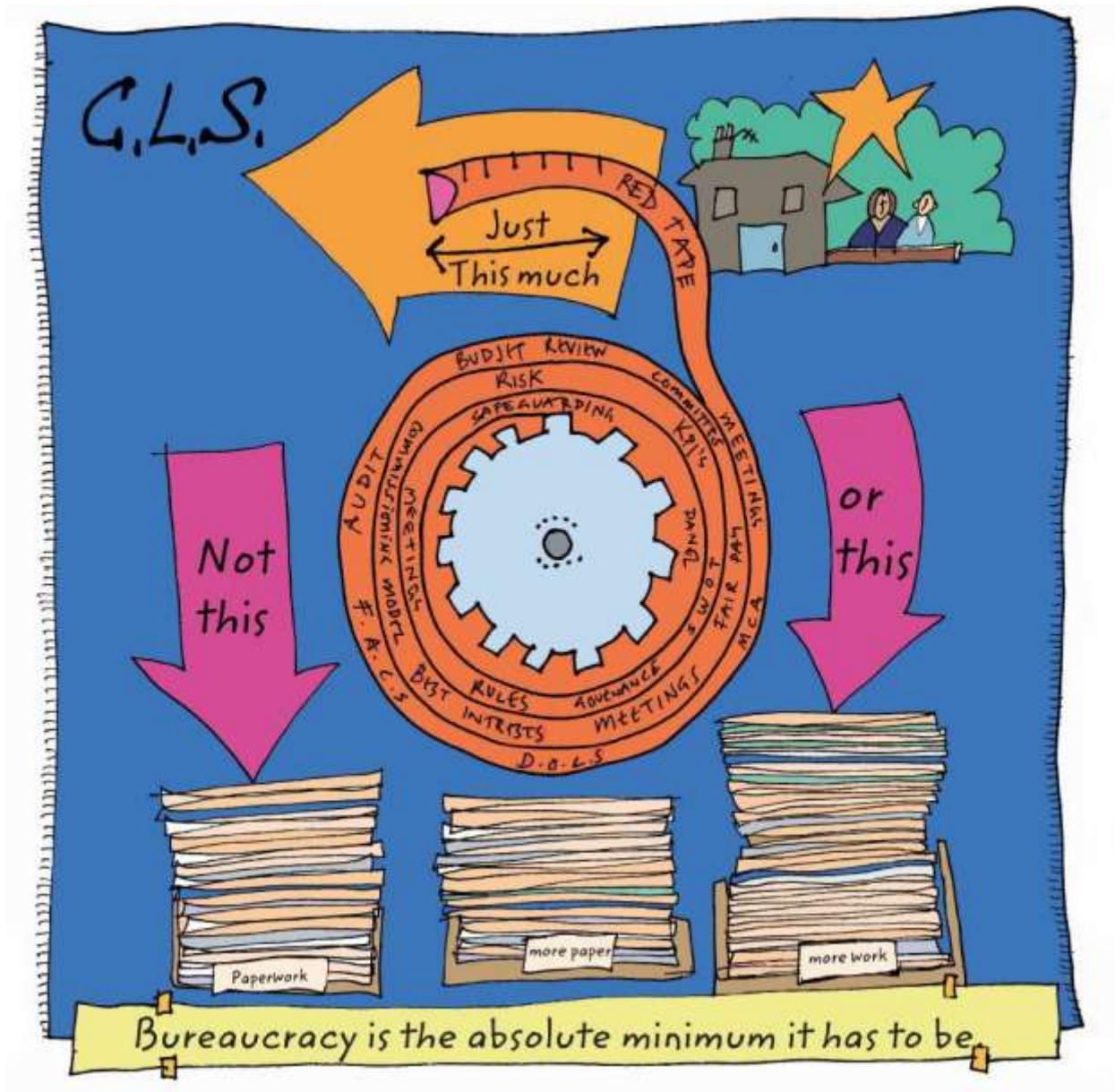
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Bureaucracy is the
absolute
minimum it
has to be



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The culture is based on trust, empowerment and shared values within and across teams and organisations



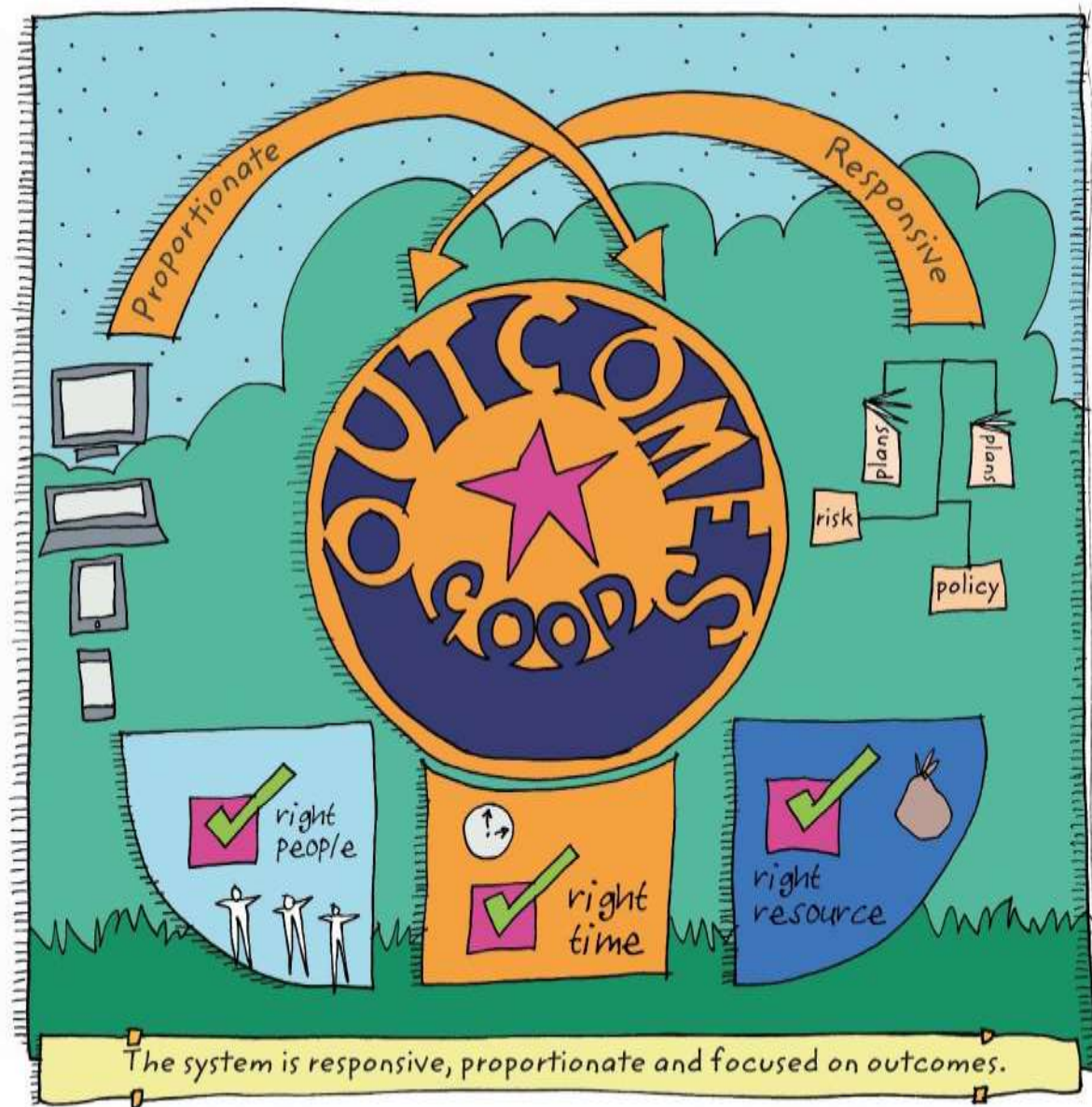
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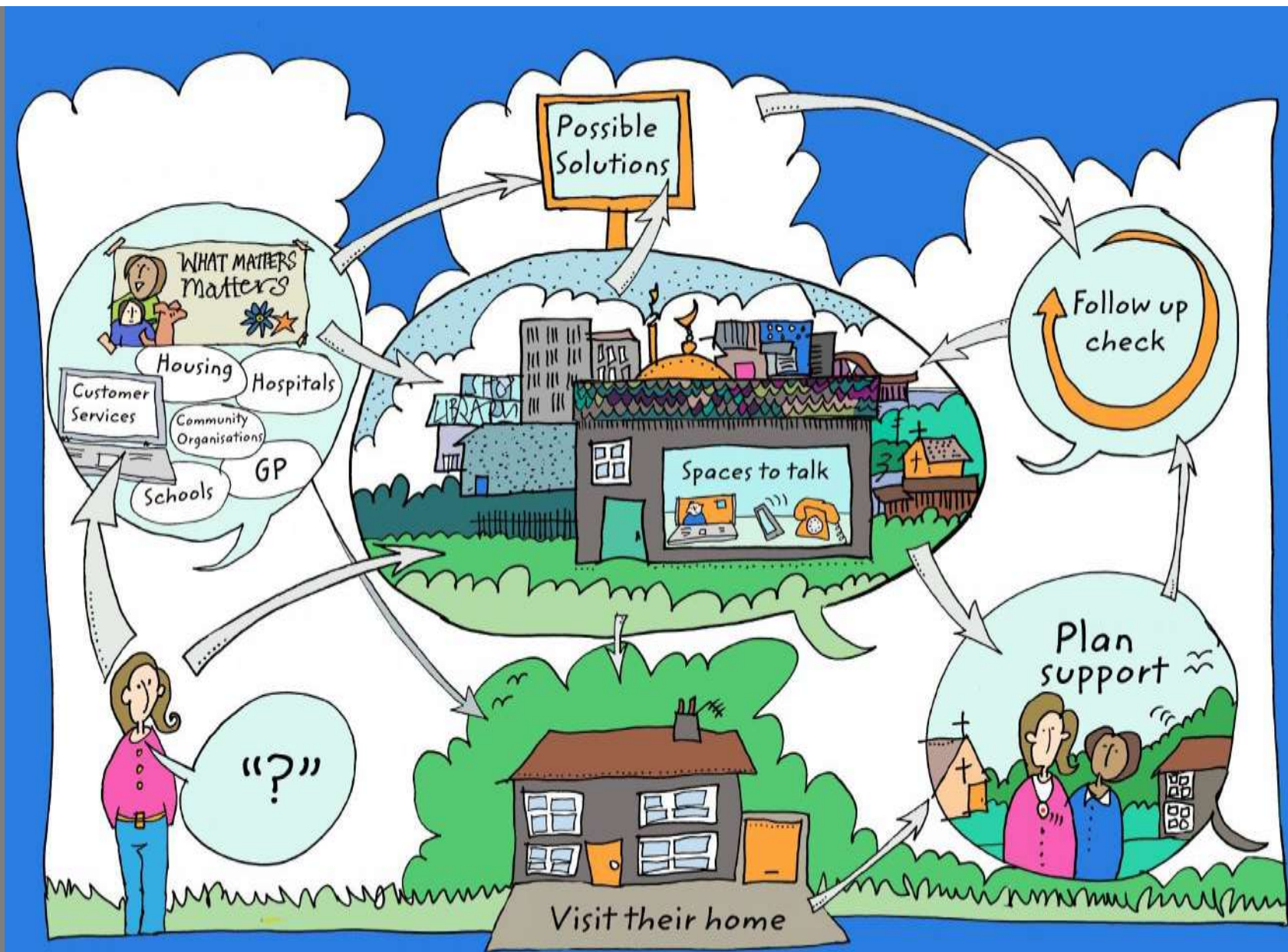
The system is
responsive,
proportionate and
focused on
outcomes



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A different,
better
experience



The kettle is always on

LET'S TALK LOCAL

Are you looking after someone?
If you look after someone who would be unable to manage without your help and you want the information, advice and support available to you, then Cathy and Michelle will be able to help you.

Drop-in for Carers
Every Friday
14:00-16:00pm
Royal Shrewsbury Hospital
By main ward entrance



Your Talking Points

Supporting Independence & Well-being

If you or someone you know needs help with daily life or would like support to access local social groups, come along to

Talking Point

for a chat or phone Single Point of Access

0300 456 1000

Advice available from a range of voluntary organisations and by drop-in or appointment



Community Led Support Talking Shop sessions

Talking Shops are drop-in sessions, where you can talk to Community Led Support Teams about adult social care and support that may be available where you live.

Talking Shops regularly take place across all areas of Thurrock.

To find out when and where your local session takes place visit thurrock.gov.uk/communityledsupport



your health and housing to social opportunities and support with care.

Age of people available to talk about your wellbeing and provide you with information and advice about things available in your area.



What's happening locally?

Are you interested in trying a new activity? Would you like to meet new people? Need local advice but don't know who to ask? Let's talk!



LET'S TALK

people available to talk about your health and provide you with information and advice on local social facilities and support care.

Come and have a different conversation.

Find your nearest Let's Talk at: cheshirewestandchester.gov.uk/letstalkhealth

Or scan the QR code



somerset village & community agents

Somerset Community Connect

Talking Cafe

Multi agency information cafe providing free advice and support.

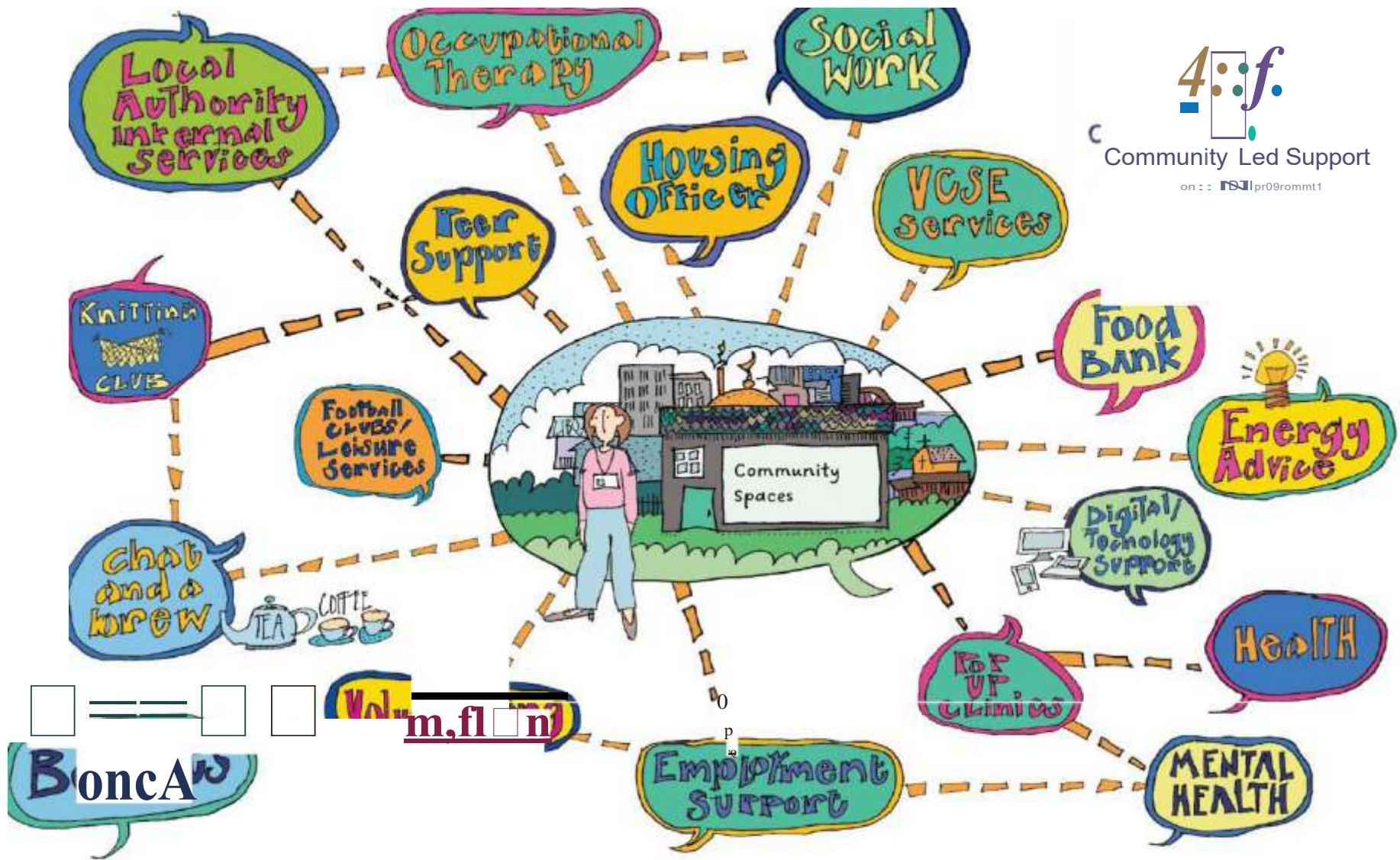
Bridgwater, Bridgwater Withcombe, Every Thursday, 10am - 12pm
Bridgwater On Sea, Chardwick Cafe, 10th November, 10am - 12pm





**CATESHEAD
CONNECTS**





The economic value of “doing the right thing”

- **Reduced reliance on formal services** through a combination of fewer crises and increased use of VCSE options. We have seen a 5% reduction in use of formal care compared following initial contact compared to expected levels.
- **Reduced waiting times** for an initial conversation – from average 13 week to 9 days meaning fewer crisis interventions and associated costs and higher take up of community-based support.
- **Fewer crisis responses.** Unplanned reviews in CLS sites are 16% compared to 35% national average.)



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The economic value of “doing the right thing”



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- **Fewer formal assessments.** In one area people deemed eligible for a full assessment were offered an early “Good Conversation” instead of being placed on the waiting list. 42% of those took up a community-based option and no longer wanted or needed any involvement of formal services. (Of those who responded to a simple questionnaire, 95% said they had received the service they wanted and were satisfied with the outcome of their conversation.
- **Reduced use of formal care over time.** A greater focus on wellbeing outcomes and independence appears to be linked to a slowing of care needs over time.



The economic value of “doing the right thing”



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- **Better use of time** through proportionate responses. By avoiding need for disproportionate processes the 5 -7 hours typically spent on assessment can be reclaimed to spend on more complex, in-depth work. We have seen a 53% reduction in waiting times for those assessments.
- **Improved staff engagement.** Sickiness and turnover incur significant costs and have been linked to feeling trusted and valued.
- **Fewer complaints.** Each complaint takes an average of 3 hours to process and respond. (In one LA complaints fell from 600 to single figures).



The economic value of “doing the right thing”

- Increased use of short-term services for those leaving hospital. High quality, short-term support has been shown to reduce the need for longer term formal care.
- Reduced rates of hospital readmission. CLS case studies have shown that when people are supporting holistically and the needs of family carers are taken into account, this reduced need for readmission within 3 months compared to previously.



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Any comments,
questions or
reflections?

