



Adult Social Care Commissioning Intentions 2019/20

Improving the customer experience – taking a step back and examining what we do from our customer's perspective; ensuring customers feel informed, see timely action and receive a clear outcome:

- Capture user experiences of services and feed these into reviews to ensure that services provided in North Tyneside are of high quality and offer value for money
- Promote choice and a range of support options for people
- Ensure services are cost effective and that payment processes are in place
- Procure a new contract for advocacy to ensure we meet our statutory advocacy requirements.

Responding to rising levels of complex and comorbidity need –collaborating to engage customers, staff, the care and support market and local partners, to respond to the challenges we face:

- Award of home care and extra care contracts and ensuring sufficiency of supply across North Tyneside with effective and efficient service delivery
- Grow the social care workforce to ensure there is a suitable supply of competent and well trained care and support staff
- Ensure a range of accommodation based services exist to support people to maintain independence in the community by:
 - Increasing extra care provision across the borough, especially to support people with a dementia
 - Further development of the Shared Lives offer
 - Ensuring housing for people with a disability is suitable to meet the needs of the individual
 - Working with health and education to review and develop the care, support and accommodation provision under Transforming Care
 - Developing supported accommodation options for people who present with a range of challenges, such as:

homelessness; mental health; and drug or alcohol needs

- Review of crisis and respite support for working age clients with mental health needs.
- Continue to work with the CVS to provide a range of preventative services
- Develop North Tyneside Autism Strategy
- Support people in their caring role by improving how we identify and support carers' health and wellbeing needs and access to a personal budget
- Work collaboratively with the CCG and with Providers to monitor the supply and demand for residential and nursing home provision across the borough, including models to support discharge from hospital.
- Review and develop the range of community based day services and outreach provision to support people with complex needs.

Effectiveness and efficiency of assessment and service delivery – going back to basics on the purpose of assessment and care and support, ensure the customer is at the centre of everything we do:

- Promote choice and a range of support options for people
- Continue to promote the use, uptake and benefit of direct payments / personal budgets for individuals
- Develop Personal Assistant model and availability of PA's to support people with a direct payment.
- Ensure new social prescribing contract is embedded in prevention
- Continue to promote progression and recovery models of support.

Using technology to promote independence and deliver services effectively – continuing our journey to integrate technology, where it improves the wellbeing of our customers and enhances the skills and resources of our staff:

- Enhance and promote the Assistive Technology offer as an alternative to care or to compliment care packages.