



**Integrated Care Fund 2018/19
Project Brief**

Project Title	Commissioning, developing the provider market, and service improvement.
Is this a new project or continuation?	Part continuation and part new
What alternative delivery concept is being tested?	The majority of the service delivered in Pembrokeshire is delivered by the Independent/ not for profit care sector. Providers will be integral to the transformation of services. The quality assurance posts/ brokerage is key in identifying opportunities for service improvement , however this needs to be translated into a service improvement programme working with the sector ie service development.
In which financial year will the project complete testing of concept?	2018-19 and 2019-20
Which ICF theme does it align with?	This will support all the ICF themes ie complex needs Older people/ frail elderly and Learning Disability.
Regional Project Lead/Link Representative	Ian Randell- Strategic Commissioning Manager
Local Authority Project Lead/Leads and/or Link Representative/ Representatives	Pembrokeshire County Council
HDUHB Project Lead/ Link Representative	
Third Sector Project Lead/ Link Representative	

- 1. Background/Rationale:** *(No more than 300 words, including how your proposal (1) tests alternative delivery concepts (2) links with local strategies and plans such as **Transforming Clinical Services; Integrated Medium Term Plan; Well Being Plans etc.** (3) contributes to regional priorities and (4) supports delivery of objectives within the West Wales Area Plan.)*

Key strategic connections

Transforming Clinical services- the independent and voluntary sectors will be an integral part of this transformation as the emphasis shifts to building community resources/ resilience, provision of good quality information and advice (self- help) and care closer to home. The market will need to be supported to ensure we have good quality residential and community care to support the transformation.

Regulation and Inspection Act and the Social Services and Wellbeing Acts require us to have good quality market intelligence(including detailed market stability intelligence), provider engagement will be crucial to assist this understanding.

Regional priorities-(a) Workforce development, recruitment and retention of the social workforce is a key priority with particular challenges for example recruitment of nurses, and care workers in the domiciliary care sector. With the sector we will need to develop alternative models of care to ensure flexibility and response workforce of the future. (b))Development of integrated Commissioning in particular provider engagement and social value forums.

Within the **SSIA Commissioning skills and capacity report**, there is acknowledgement of a reduction in commissioning capacity despite an increase in commissioned services. Particular reference is made within the report to the need to develop skills and capacity in the quality monitoring role.

2. Purpose: What will you do and how will you do it? *The proposal should support at least one of the aims identified within the Welsh Government Guidance for use of the ICF. Please outline how your service would meet a particular Aim (or Aims).*

ICF Aim	Description of how your proposal will meet the Aim(s)
Identify local accommodation solutions for people who are accommodated out of area, individuals with complex needs and people with learning disabilities	<i>We will work with local providers to facilitate the provision of supported living and residential services which provide local opportunities for people with complex needs. This will include the support of micro enterprises to provide new and innovative ways to support these needs.</i>
Promote and maximise independent living opportunities, including provision of timely home adaptations	<i>The brokerage and quality assurance team will broker and ensure the quality of identified opportunities Facilitating market development Ensuring that services are of good quality and that they consequently promote service user independence</i>

3. Outcomes: *Please list which of the outcomes from the regional outcomes framework attached will your proposal contribute towards and how it will do so (minimum of 1, maximum of 3.)*

Regional Outcome(s)	Description of how your proposal will meet the Outcomes(s)
Citizens are safe and protected from abuse and neglect	<i>The role of the quality monitoring officers will be to identify and support the management of poor quality, facilitating service improvement, to ensure that customers' needs are met in a safe and effective way.</i>

	<p><i>The role of enhanced brokerage and quality assurance team will be to</i></p> <ul style="list-style-type: none"> • <i>Match individual need to care settings ensuring that care is outcome focussed and that individual well being goals are met.</i> • <i>Building relationships with providers and ensuring a sustainable market to support future needs. Ensure diversity in the market to cater for a range of individuals with a range of needs.</i> • <i>Facilitating improved quality within the market through robust and enhanced quality monitoring.</i>

4. Implementation Timescales – please indicate the following:

When will project development commence?	(1)Quality assurance role and senior broker-continuation of post holders (2) New/ additional capacity to support provider development/ quality assurance- - Commence April 2018
When will initial expenditure commence?	(1)- 1 st April 2018 (2)- 31 st April 2018
When will staff recruitment commence (if required)?	Preparation in advance of the bid to complete recruitment process (Feb/ March 2018)
When will project delivery commence?	April 2018
Expected date of completion of project concept testing.	March 2019
Expected date of project review/embedding learning into mainstream practice or termination.	Six month and twelve month review

5. Amount Requested (include detailed breakdown of costs and if revenue or capital)

<p>Total £90,234 Included lead broker Two quality assurance officer (one already existing, one to be recruited, but to focus on market shaping and sustainability. Cost include travel etc</p>

6. Proposed Performance Indicators: (What will it enable you to achieve in addition to what you are doing now. i.e. how many additional participants/outcomes? Please refer to ICF 17/18 C)

Performance Indicators	
How much will you do? (Quantity)	How well will you do it? (Quality)

<p><i>Number of providers having been through service review.</i></p> <p><i>Recommissioning of domiciliary care-migration programme. Number of placements made under the new Supported living framework</i></p> <p><i>Provider engagement activity</i></p>	<p><i>% of service review recommendations that are delivered</i></p> <p><i>Implementation of quality assurance framework- audit of provider performance processes.</i></p> <p><i>Provider engagement and service support programme- feedback</i></p> <ul style="list-style-type: none"> •
How will people be better off as a result? (Quality and Quantity of effect)	
<p><i>% of people who rate the care and support they have received as excellent or good</i></p> <p><i>% of people who rate the people that provided their help, care and support as excellent or good</i></p> <p><i>% of people whose care and support has helped them have a better quality of life</i></p>	

- 7. Sustainability:** *After testing and review, how will successful concepts be incorporated into either mainstream delivery, IMTP, TCS, Area Plan or Well-Being developments and what is the exit strategy? (no more than 100 words)*

Regionally, the three Local Authorities of West Wales and the Hywel Dda University Health Board are developing a regional approach to quality assurance. The present focus is on the development of effective standardised systems and processes, however the focus within the term of the project outlined in this paper, will be to create a co-ordinated, potentially joint resource to deliver the regional quality assurance framework. This project will therefore inform future resourcing of the emerging regional quality assurance framework.

Developing joint commissioning arrangements- West Wales Care Partnership regional priority and work programme captured in the Integrated Commissioning and preventions Board.

9. What are the implications if this business case isn't supported?

- Increased risk of poor provider performance and safeguarding.
- Increased risk of challenge to commissioners due to avoidable weaknesses in contract administration and process.
- Greater difficulty ascertaining the extent to which services are SSWBA compliant and the extent to which services are delivering against assessed outcomes.
- Opportunities to develop and diversify the market may be missed.
- Risk that commissioners (Health and LA) will be unable to effectively fulfil commissioner obligations agreed and set out within joint contractual arrangements.
- Increased financial risk due to the lack of capacity to scrutinise and challenge provider pricing and financial arrangements

10. Please provide supporting evidence of engagement with key stakeholders, in the development *or* delivery of the project, particularly 3rd sector and community partners when alternative delivery concepts are being tested.

11. Please ensure a completed 12 month budget profile is attached.