

December 2021

Walsall Adult Social Care Pause & Learn Report

Ward(s): All

Portfolios: Cllr Keir Pedley, Portfolio Holder for Adult Social Care

1. Aim

- 1.1 The aim of this subject is to promote understanding of the adult social care sector-led challenge and continuous improvement programme in the region led by West Midlands Association of Directors of Adult Social Services (ADASS).
- 1.2 This aim is to better understand what is working well and what opportunities there are in Walsall adult social care.
- 1.3 The pause and learn report highlights that Walsall adult social care is at its best when it focuses on the aim of better outcomes for residents, reminding us of our purpose.

2. Recommendations

- 2.1 Consider the findings of this pause and learn report.
- 2.2 Recognise and celebrate the improvements that have been evidenced.
- 2.3 Commit to support adult social care to build on the strengths and embrace the opportunities identified below.

3. Report detail – know

- 3.1 The purpose of this report is to provide an update on the findings from the Walsall adult social care pause and learn process. This was part of West Midlands ADASS comprehensive sector-led challenge and continuous improvement programme. A new approach was introduced in response to Covid-19 with a focus on exploring how far the transformation agenda had been sustained during the last 6 months. This took place in May and June 2021 and slides included with this report and a video summarise the findings.



Walsall Final
Feedback Final Versio

<https://web.microsoftstream.com/video/9cd43f82-096d-48c9-8963-f32ffade5860>

- 3.2 There were 3 parts to the pause and learn approach which included:-
- **Practice Review** by Principal Social Workers with reflective discussions
 - **Data Review**
 - **Focus Groups** involving 50 people asking:-
 1. What sort of team were you? Reflection on your actions
 2. When you were at your best?
 3. What did you anticipate well and what surprised you?
 4. What will you hold onto going forward?
- 3.3 The pause and learn team consisted of Dr Paul Edmondson – Jones Director of Adult Social Care, Health Integration & Well Being Stoke on Trent Council, Amanda Stringer Lead Commissioner, Staffordshire County Council, Colin Marsh Assistant Director Sandwell Metropolitan Borough Council, Helen Trousdale Lead Commissioner, Staffordshire County Council, Craig Bayliss, Stoke on Trent Council.
4. ***Financial information***
- N/A
5. ***Reducing Inequalities***
- N/A
6. **Decide**
- Opportunities for adult social care to consider in the pause and learn report include:-
- Grow and nurture a culture of self-reflection and self-awareness, underpinned by confidence in the freedom to act and proportionate governance, blended and flexible working.
 - Collaborate and build on relationships with our stakeholders including the care market and have a focus on living in your home as much as you can.
 - Continue to celebrate effectiveness as leaders of Place, providing the enabling, facilitative energy for the range of partners and stakeholders including Walsall Together as its shape adapts in the Integrated Care system response.
 - The overarching philosophy of the council as an enabler, politically, at senior leadership and expressed in the emerging partnership of Resilient Communities is consistent and well-articulated. This energy needs to be maximised quickly and targeted at building resilience in areas that will reduce demand on health and care services.
 - Commissioning is starting to see its role as a place shaper, as in addition to managing the wider care market, the underpinning philosophy demonstrated by increased investment into local communities will really help support a shift to strength and outcome based commissioning.
 - Take the opportunity to reflect on where we might build different offers in response to local challenges for example the adaptability and agile behaviour evidenced in our provider services.
 - Develop a stronger approach to strategic engagement by the Council and Mental Health Trust and a shared vision for Community Mental Health Transformation.

- Support operational team managers to develop stronger relationships with Mental Health Trust managers and have an open dialogue to address and resolve issues.
- Develop a strengths-based integrated mental health commissioning strategy for mental health provision.
- Roll out '3 Connections' Strengths Based Practice framework across adult social care and support operational managers to take greater responsibility and ownership for practice developments.
- Developing an engagement strategy for co-production.
- Explore the role that Social Workers play in raising peoples' aspirations to live a fulfilling life, ensuring they take a holistic approach to conversations.

7. Respond

- 7.1 An adult social care action plan is emerging and activity has already progressed in some areas in response to the opportunities hi-lighted above.
- 7.2 In addition Dr Paul Edmondson-Jones hi-lighted:-
- Celebrate your effectiveness as leaders in place
 - Build on the strength of partnerships in place
 - Celebrate improvements made since 2018 through a pandemic
- 7.3 Feedback and recommendations are welcome from the committee as to how we can celebrate and build on the demonstrable improvements in adult social care through a pandemic to improve outcomes for the residents of Walsall.

8. Review

- 8.1 The adult social care action plan will be reviewed and impact measured which will directly link in with current transformational activity.
- 8.2 Opportunities to get involved include embracing a positive narrative about the progress of adult social care in extremely challenging times as evidenced in this report.

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