


Putting **People First**
Transforming Adult Social Care




The Transformation of Community Equipment Services


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27 October 2009

The purpose of today's session is to help you...



- Understand the background to TCES
- Be clear how TCES links to Policy objectives
- Be clear what is the recommended new model of service delivery
- Understand who has or is implementing the model now
- Consider what you need to do if you want to respond to the opportunities in the future
- Answer your key questions


Care Services Efficiency Delivery: supporting sustainable transformation



Background & Policy Context

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What's all the fuss about?




- **The population of elderly people is predicted to increase by 70% over the next thirty years**
 - Prediction of almost 150% increase in people aged 85 years old and over
 - Source: 'Care of Elderly People Market Survey' Laing & Buisson, 2006
- **Around 11m adults in England are disabled**
 - Source: 'Improving the life chances of disabled people' Prime Minister's Strategy Unit, 2005
- **There are over 4.6m disabled people over state pension age in Britain and an estimated 700,000 disabled children**
 - Source: Family Resources Survey, 2003-2004 (DWP)
- **In 2003/4 over 60% of men and women aged over 75 years reported a disability or long standing illness (ONS)**
 - Source: BHTA report, 2006
- **The annual spending power of disabled adults is around £80 billion**
 - Source: Family Resources Survey, 2003-2004 (DWP)

The State supports around 40% of the potential population who would benefit from using community equipment

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What was the TCES programme asked to deliver?



A collaborative model for new service delivery that puts users and carers at the heart of the service, leverages the strengths of the third and private sectors



Programme launched by PM Tony Blair on 22 June 2006 as quality improvement initiative delivered through:

- Phase I - produce Outline Business Case by end Jan 2007
- Phase II - design, build, test and evaluate an operating model for the new service in one area of England by end Mar 08
- Phase III - support wider implementation of the successful model from Jun 08

The model had to meet the needs of the whole population not just those supported by the state

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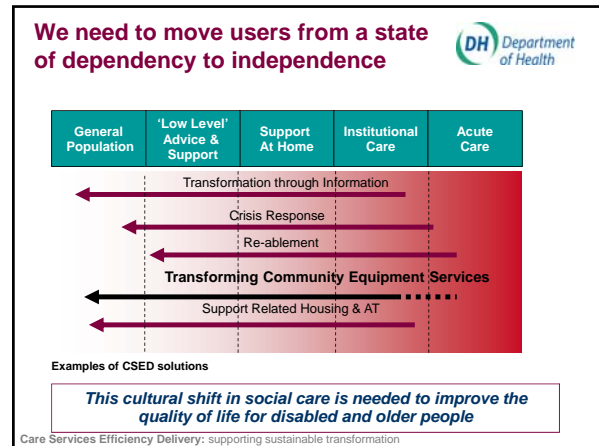
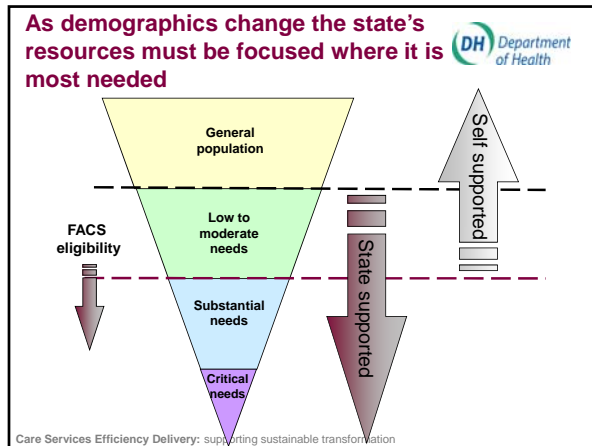
The model aligns with Putting People First

- **Universal Services**
 - The model caters for the total population
 - A national information standard is available to support consist messaging across the country
- **Early Intervention and Prevention**
 - Creates a growing, accessible marketplace for community equipment empowering individuals to self help
 - Enables users and their carers to maintain independent living at home, in education and at work
- **Choice and Control**
 - Gives power and control to individuals to shape the services they need
- **Social Capital**
 - Facilitates the development and sustainability of a vibrant and innovative third sector

The model developed is integral to the delivery of the personalisation agenda

Care S



The New Model For Service Delivery

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The new community equipment delivery model recommends separate supply chains for simple and complex equipment

The model is designed to:

- 1 Improve quality and put users and carers at the heart of the service
- 2 Empower local services to focus on users with more complex conditions
- 3 Maximise the skills of professionally qualified staff

The new model demonstrates a way of offering personalised services whether provided by the state or privately (self-funders).

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It is recommended that simple aids to daily living (SADLs) be delivered through the retail market place

- The key aspects of this recommendation are:
 - Provision of SADLs is moved into the retail marketplace
 - Users supported by the state receive a prescription enabling them to obtain products free of charge
 - A prescription process that is supported by a national product catalogue and tariff
 - Users are able to top up should they prefer a product that better suits their lifestyle, within the same functional range, and pay the difference in price

By increasing the visibility of products in a wider marketplace, people who are not state supported are able to self help

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A 'clustered/collaborative' approach to the supply of complex aids to daily living (CADLs) is recommended

- The key aspects of the recommended model are:
 - Existing good stores are leveraged to provide central distribution centres (warehousing and transport) providing products and servicing the CADLs needs of all locations within the cluster
 - Users supported by the state receive a home delivery of complex equipment on loan
 - In certain scenarios, SADLs could be delivered at the same time e.g. Hospital Discharge and Palliative Care

Ultimately, the CADLs solution is likely to evolve to a regional commissioning approach

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We are developing a new service for users now...




The Centenarians: The UK's fastest increasing age group

Population

10,000
9,000
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0

1911 1921 1931 1941 1951 1961 1971 1981 1991 2001

— Total — Female — Male

Source: www.statistics.gov.uk

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And those approaching retirement...




Designing services now for the next 25 years


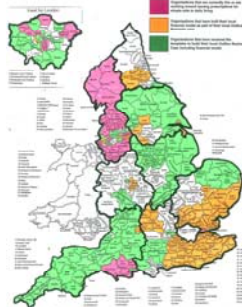
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Who has or is implementing the model?



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This is the current implementation map for England

- North West**
 - Blackburn with Darwen
 - Cheshire
 - Cumbria
 - Lancashire
 - Oldham
 - St Helens
 - Stockport
 - Wirral
- London**
 - Barking & Dagenham
 - Brent
 - Camden
 - Enfield
 - Havering
 - Harrow
 - Lambeth
 - Southwark
- South West**
 - Dorset
- Eastern**
 - Thurrock

Adult Social Care Directors have taken the strategic decision to implement the model across all 33 London Boroughs over the next 2 years


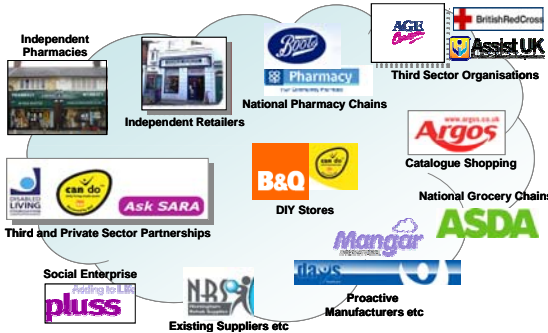
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The opportunities?



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We are developing the marketplace for the total population

Independent Pharmacies

Independent Retailers

National Pharmacy Chains

DIY Stores

Existing Suppliers etc

Proactive Manufacturers etc

Third Sector Organisations

Catalogue Shopping

National Grocery Chains

Third and Private Sector Partnerships

Social Enterprise

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Consumers have influenced products and services quite dramatically over the last 35 years...

Banking Sector

Home Entertainment

Beauty Sector

Grocery Sector

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We are seeing product and service innovation in other consumer markets

Advert from the British Journal of Occupational Therapy, May 1974

Current suppliers web based catalogues, March 2009

Current suppliers web based catalogues, March 2009

There has been little product or service innovation in this marketplace

There are challenges to target information effectively

www.livingmadeeasy.org.uk

POST OFFICE

PUBLIC LIBRARY

Local Authority Call Centre

Assessment

Independent advice

Consumer Information

Only informed consumers can make choices

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How innovative can YOU be to respond to the new delivery model?

This picture is waiting for YOU to complete it!

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Thank you for listening

Any questions?

www.dhcarenetworks.org.uk/csed/TransformingCommunityEquipmentService/

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