

# Better Outcomes Better Lives

## **Health Scrutiny**

7th Sept 2022



**Manchester Local  
Care Organisation**

Leading local care, improving  
lives in Manchester, with you



**MANCHESTER  
CITY COUNCIL**

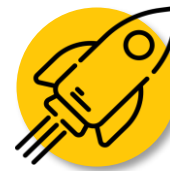
# Better Outcomes Better Lives

## Our journey so far

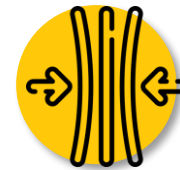


## Better Outcomes Better Lives

BOBL is our Adults Services reform programme in the MLCO



We launched in January 2021



Building resilience during COVID-19, with strengths-based leadership at all levels



Now seeing more and more examples of how this approach improves outcomes

## Better Outcomes Better Lives Impact after 18 months...

A net reduction of 25 residential and nursing placements. **Exceeding modelled reduction.**

**4% reduction** in reviews resulting in an increase in package of care, in comparison to last year. Indicating a **shift in focus to increasing independence**

Uptake of monthly TEC applications have see **10% increase**, compared to last 12 months.

Reduction in **homecare demand by 8%** through 21/22

A forecast **underspend of £0.750m for 22/23**

A pioneer group at the Contact Centre using a strengths-based approach has started to see a **reduction in repeat calls.**

**648 additional people benefitting from reablement** in 21/22 compared to 20/21 with on **average 58% needing no further care.**

**Reduction of 6 Learning Disability placements** in 21/22. Exceeding the modelled reduction

**Over 900** survey responses from staff saying that they programme has **supported them to take a strengths based approach**

## Better Outcomes Better Lives Impact on our people

“ You have not only helped keep Pam happy at home, but you have allowed us to get some of our life back.  
Once again sincerely thank you.”

“ I asked Diane what she used to enjoy doing. She started to talk about knitting, her art, walking to the shops. As she spoke, her face lit-up for the first time! ”

“ I hope you know what a gem you have in Vanessa. In my time I have only come across a handful of people who can advise and help disabled people with compassion. Thank you.”

“ We have seen a change in grandma. She sits outside in the sun, watching people pass by. I don't have to worry now. ”

## Better Outcomes Better Lives Impact on staff

### Strengths Based Practice

“ It’s too easy to ask people what their needs are and want to fix it. **Better Outcomes Better Lives makes me more aware of working with people and not doing to them.** It keeps that at the forefront of your mind.

Gemma Wassall, Social Worker

### My VIEWS

I felt better getting it off my chest. I was then invited to a senior managers meeting to provide more feedback. **The impact it’s now had – just from completing My VIEWS...**”

Andrea Moran, Social Work Team Manager

### Technology Enabled Care

“ I don't feel like an expert but **becoming a TEC champion has given me the confidence to try new things.** We’re really seeing the impact on TEC keeping people independent.

Pamela Lewis, Social Worker

### Communities of Practice

The past few themed weeks have opened up and developed knowledge and relationships with 3rd party services. **The impact is incredibly positive and empowering.**”

Winifred Larvea, Senior Social Worker

### Responsive Commissioning

In my 20 year career as a social worker, **it was the first time I’ve sat with a group of commissioners** and been able to articulate some of the front-line challenges. It felt that people were engaged.

Ellie Atkins, Social Worker

# Better Outcomes Better Lives

## Why Better Outcomes Better Lives?

Because unlocking people's potential  
to lead a **happy, independent,**  
and **fulfilling life**, based on  
individual strengths and aspirations  
**is the right thing to do.**



# Better Outcomes Better Lives

## Case Study – Jane Reck, Social Work Apprentice

Ancoats, Bradford, Clayton and Openshaw Integrated Neighbourhood Team



**"Ken loves to do crossword puzzles. He's an old-school roofer and great company!"**

Ken and his wife were living in private rented property. The accommodation was in his wife's name, and when she recently passed away, he was forced to move. Jane told us "Ken chose to move to a new area to make a fresh start. When I met with him, he had just moved into extra-care housing. In his new accommodation, Ken has a lovely large wet room, however he felt intimidated by the size and space, and insecure while showering. I ordered Ken a shower seat and rails, so he'd feel more secure. **As a trusted assessor, I am able to confidently identify, order equipment** and return to fit the items as required. I used their in-house fitter for the rails - to make the process faster."

Jane focused first on what Ken was able to do himself. **"We talked about the pros and cons so that he can make an informed decision.** Despite health conditions that impact his ability to do things, **Ken loves his independence and is keen to not lose it.**" Ken had been offered assistance with his laundry, however because there's a lift, Jane ordered him a four-wheel walker - so he can continue to do this himself. He also bought a small plastic four-draw container so that he can organise his medication for the following week. Jane continues "It's about giving him control and independence. We're sometimes preoccupied with TEC and can be intrusive in offering too much." Staff helped Ken register with a GP, so in under a week, he had an equipment assessment, his needs identified, and everything ordered including his medication.

Ken enjoyed socialising throughout his life, however since lockdown has become much more apprehensive. The purpose-built extra care housing has a café, so he's not isolated now, and can socialise again once he's ready.

**Jane concludes,** "I really enjoyed spending time with Ken. **My strength-based toolkit has enabled me to identify that care is not always required - by being proactive with the person's abilities.** Ken has a good outlook and wants to remain independent. **Low-level equipment will enable him to complete personal care independently and be in control of his day-to-day activities.** I naturally take a holistic approach and I'm also a big believer in reflection. I try to make sure people have all the information they need to make an informed decision. Better Outcomes Better Lives just reminds me to always see the person - not a situation or referral.

**And Ken?** Jane saw him again this week. Reflecting on his new equipment, he said "It's very handy, just the job to keep me going so I don't need to ask for help".

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## Case Study – Bianca Kelly, Social Worker

Ancoats, Bradford, Clayton and Openshaw INT Team



**Edna is a spritely older lady and loves living in the sheltered accommodation where she's been for 13 years.** She is sociable, enjoys chatting to her neighbours, gets on well with her carers and has a good sense of humour! Edna has informal support from her daughter, and four daily care calls.

**Edna has been diagnosed with dementia** and whilst in the early stages of the disease, and still very aware of her surroundings, there have been times late in the evening when she will put on her coat and go to look for her mum. **Edna ventured outside the perimeter of her city-centre Ancoats accommodation**, with train tracks nearby.

Bianca tells us, "Her daughter raised concerns and I visited Edna to reassess her support. **Following reflections in Communities of Practice, I'd seen how positive Technology Enabled Care (TEC) can be, and as a least restrictive option**, the resident and family were in agreement to give it a try.

Because Edna lives in sheltered housing, she was used to wearing a pendant but that was connected to their on-call, which didn't work outside the flat. **I worked with the Scheme Manager and Community Alarm Team and was able to map the nearby streets to provide a geofence and GPS tracker for the perimeter of the accommodation.** The MCC pendant is a much better option which also has an inbuilt falls detector."

Bianca continues, "**This has meant that Edna can still sit in the gardens, go to her neighbours address and enjoy a cup of tea on the patio without the tracker sounding.** Door sensors are also now used overnight, when she wouldn't expect visitors and shouldn't be leaving the flat. **This is working very well and has allowed Edna to remain independent and happy in the home she's familiar with and loves.**"

TEC also gave Edna's daughter peace of mind, so that she knows her mother is safe.

