

Implementing the new reablement journey

Readiness checklist and menu of available support

The checklist on the following pages is intended to act as a tool to identify where things are currently and where local priorities are for those wishing to implement the New Reablement Journey. The criteria in Level 3 describe an ideal set of circumstances or pre-requisites and we have grouped these around 'People', 'Process' and 'Tools and Information'. However, importance of the attainment of each of these will depend on which elements of the New Journey is intended to be implemented so some will therefore have higher priority

than others. To gauge readiness we have described 3 levels for each area to assist in identifying local priorities. This checklist does not cover everything that would be regarded as good practice in reablement. Rather, it highlights those key building blocks that will need to be in place in order for the full benefits of the New Reablement Journey to be realised. Existing plans to implement specific tools such as those to assist with electronic monitoring or recording, for example, can complement and be incorporated into local Implementation Plans so that there is a single vision and strategy for reablement.

The information on page 5 describes a menu of available support that is available in implementing this new model. This list is not exhaustive and we welcome the opportunity to discuss local requirements and can provide costs with no obligation.

We hope that everyone who wishes to implement changes described in the New Reablement Journey will become part of a 'learning community' whereby we share information and good practice, encouraging a network whereby participants can support each other and avoid reinventing wheels.

Please contact us for more information or to discuss your local requirements or circumstances.
info@newreablementjourney.co.uk



People

Where We Need To Be (Level 3)	Getting There (Level 2)	Just Getting Started (Level 1)
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| <ul style="list-style-type: none"> ✓ <input type="checkbox"/> 1. Practitioners and support workers are competent using a range of person centred thinking skills in their role. <input type="checkbox"/> 2. Practitioners and support workers have outcome based assessment skills and are competent at implementing <input type="checkbox"/> 3. Workers from a range of agencies have skills in outcome based Support Planning and Outcome Focused Reviews. <input type="checkbox"/> 4. Staff in reablement teams (internal and external) work in a culture that promotes independence and they are skilled at enabling the person on a practical level to do as much for themselves. <input type="checkbox"/> 5. Staff in reablement teams are deployed effectively based on the needs of customers. <input type="checkbox"/> 6. All staff involved understand the new customer journey, the values and principles and new processes; and know what their core responsibilities are and where they can use their own judgment. <input type="checkbox"/> 7. There is understanding and awareness of the new Journey among Partner agencies and independent provider organisations. There is clarity about expected roles and responsibilities. <input type="checkbox"/> 8. All workers actively promote community connections and citizenship. | <ul style="list-style-type: none"> <input type="checkbox"/> 1. Practitioners and support workers have some person centred thinking skills. <input type="checkbox"/> 2. Practitioners and support workers have an awareness of outcome based assessing, but lack an ability to incorporate into the assessment. <input type="checkbox"/> 3. Assistance with Support Planning is available, but some work is required to develop skills in outcome focused support planning and reviews. <input type="checkbox"/> 4. Some staff routinely promote independence rather than ‘doing for’ the person but this could be more consistent and needs further embedding as a work culture. <input type="checkbox"/> 5. Staff deployment in reablement teams is reasonably effective but not wholly determined by customers’ needs. <input type="checkbox"/> 6. Some staff have an awareness of the new journey, values and principles but not all those who need to. <input type="checkbox"/> 7. There is some awareness of the new Journey and clarity about roles and responsibilities among Partner agencies, independent provider organisations and internal staff but there needs to be more. <input type="checkbox"/> 8. Some workers are able to make community links, and promote citizenship and see this as part of their role, but not all who need to. | <ul style="list-style-type: none"> <input type="checkbox"/> 1. Practitioners and support workers have limited person centred thinking skills. <input type="checkbox"/> 2. Practitioners have limited knowledge and understanding of outcomes assessment skills need modernising. <input type="checkbox"/> 3. There is little or no support to develop outcome focused support planning and outcome focused Reviews. <input type="checkbox"/> 4. Generally, staff working in reablement services perform a ‘caring’ role and the work culture does not promote independence consistently. <input type="checkbox"/> 5. Rotas and scheduling of staff hours in reablement teams is ineffective and not based on the needs of customers. <input type="checkbox"/> 6. There is little or no awareness of the new journey, values and principles at present amongst those who will need to implement it and be aware of it. <input type="checkbox"/> 7. There is little or no awareness of the new Journey and further work is needed to define roles and responsibilities among Partner agencies, independent provider organisations and internal staff. <input type="checkbox"/> 8. There is limited recognition of the value of promoting community connections and citizenship and it is not given due importance. |
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Process

Where We Need To Be (Level 3)

- ✓ 1. A customer pathway that provides one key contact throughout the reablement journey.
- 2. Information collected is shared as appropriate.
- 3. There is an effective screening process at first contact.
- 4. A system that enables workers to identify early on those customers who are likely to need medium, long-term or ongoing support.
- 5. A system that enables the customer to be informed of an indicative Personal Budget amount before they complete their reablement, with sufficient time and support to develop a Support Plan and have that agreed in principle.
- 6. Contingency planning is in place for all individuals.
- 7. A system that enables choice and control to be exercised in relation to how outcomes are achieved.
- 8. The customer pathway is fair and equitable amongst all client groups.

Getting There (Level 2)

- 1. The reablement customer pathway is developed, but the customer does not have a single point of contact.
- 2. Some information is collected and shared appropriately but there are areas in need of improvement.
- 3. Screening is carried out at first contact but this needs to be more rigorous and consistent.
- 4. Workers are sometimes able to identify customers who have medium, long-term or ongoing support needs, but it could be swifter and could be acted up sooner to commence the forward planning.
- 5. Work has started to develop a system that can inform the customer of an indicative personal budget amount before they complete reablement, but it is not yet fully implemented.
- 6. Contingency planning is ad hoc and not fully implemented consistently.
- 7. Some choice and control can be exercised in how outcomes are achieved, but this is limited within a single available service.
- 8. There is some inequity between client groups throughout the customer pathway but 'reablement' services are available according to need rather than client category.

Just Getting Started (Level 1)

- 1. The customer pathway is disjointed and the customer experiences a number of different contacts throughout their journey.
- 2. Information is collected repeatedly and there is little appropriate sharing or consistency. There is duplication and some inefficiency in the use of resources.
- 3. There is no effective screening at first contact.
- 4. The system is disjointed, and identifying customers' medium, long-term or ongoing support is not possible within the current pathway. There are inherent delays in arranging personal budgets for people with further support needs.
- 5. The customer does not find out an indicative budget early on, and there is a gap between the 'end' of reablement and the start of their ongoing support.
- 6. There is currently very little contingency planning and this is not incorporated into the process.
- 7. There are no options for clients to exercise choice and control as there is only one type of service available.
- 8. There are different pathways, little/no equity between client groups and independence is not widely promoted, other than to a limited proportion of older people.

Where We Need To Be (Level 3)

- ✓ 1. Person-centred thinking tools are widely used to inform planning, assessment and reviews.
- 2. A simple method exists of calculating a person's 'Reablement Budget'.
- 3. A method exists for calculating costs of all internal reablement services.
- 4. Information is available to the customer regarding what to expect of their reablement experience and the costs of all local services that support independence.
- 5. A method is in place for capturing information about whether people have achieved outcomes.
- 6. A method exists of knowing a person's progress at any time on their pathway.
- 7. An ability to allocate differing amounts of money to the person for specific outcomes and time periods.

Getting There (Level 2)

- 1. Some person-centred thinking tools exist, but these need developing and need their usage needs further embedding in day to day practice.
- 2. The ability to calculate a 'Reablement Budget' in a simple and pragmatic way is advanced in its development and not seen as an obstacle.
- 3. Work is underway to calculate the costs of internal reablement services.
- 4. Some information is available to customers about reablement and the costs of local services that support independence.
- 5. There is some data capture in terms of whether people have achieved their identified outcomes. This needs developing.
- 6. It is possible to identify where a person is along the customer pathway, but this needs refining and developing to fit reablement.
- 7. There is a system to allocate money to individuals, but not fully linked to specific outcomes or timescales.

Just Getting Started (Level 1)

- 1. There are few or no person-centred thinking tools in use.
- 2. Little/no work is underway in developing a method to calculate a Reablement Budget.
- 3. There is little/no information about the costs of internal reablement services.
- 4. Limited/no information is available to customers on what to expect or the costs of local services that support independence.
- 5. There is no means of capturing whether a person has achieved their identified outcomes.
- 6. There is no method of tracking where a customer is along the customer pathway.
- 7. Current systems are unable to allocate money to outcome

Menu of available support

The following list highlights the detailed input that is available to support implementation. If you would like further information about any of these training or support packages, please tick the box next to each one and return this to us by email or at the address below.

People



- Training at various levels in a range of person centred thinking techniques and skills.
- Outcomes based assessment and outcome focused reviews training.
- 1 day training in 'reablement' at a practical level, understanding how to promote independence in a person-centred way, why it is so important, the barriers and safeguards etc.
- Awareness raising sessions on The New Reablement Journey, supporting vision, principles etc.
- 'Train the trainers' session on New Reablement Journey half-day basic awareness.
- 'Train the trainers' half session on New Reablement Journey: practitioner level.
- Facilitated session with key partners to define respective organisational roles and decision making.
- Half-day general session to raise awareness and knowledge among mixed audience, including participatory workshops to confirm respective roles.
- Mentoring and support to local managers or teams.

Process



- Planning and facilitation of workshop with key local managers/ offices to map a local high level customer journey (end to end or targeted elements) based on the New Reablement Journey.
- In addition to above, extended session to add further detail in relation to how in practice this would work (who/ what/ when etc.) and how person centred thinking tools can be integrated into practice.
- Targeted sessions with key local managers to assist in developing detailed processes and supporting requirements.
- Facilitation of planning session to develop vision and plan for aligning local processes among client groups.
- Mentoring and support to local project managers.

Tools and information



- Support to implement person centred thinking tools as appropriate to local need.
- Assistance to develop and implement local methodologies for costing and calculations.
- Facilitation of local workshops in relation to the above

In addition, we can provide a range of bespoke support to assist in implementing the New Reablement Journey. The following provides an example. Costs can be provided on request but will depend on local circumstances which we will discuss with you first.



Preparatory support

Intensive targeted work to independently ascertain local readiness, priorities for change and specific challenges to modernization. This work will involve meetings with key managers, team leaders and project management staff, having access to customer pathways, current tools, documentation and strategies. A detailed confidential report to be produced with recommendations. This work is likely to take about 4 weeks.

Implementation plan

Can be provided in addition to above or as a stand-alone piece of work. We can do this for you or we can assist local operational and project management to develop a local detailed and realistic implementation plan based on local priorities for change;

Monitoring and evaluation

Independent monitoring of progress, facilitation of workshops to evaluate learning and obstacles and agree remedial plans.