Westminster CAF Demonstrator
London Health '09

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Presenters

- Cath Attlee - Assistant Director Joint Commissioning Care & Health Westminster City Council / NHS Westminster
- Sam Rogers – General Practitioner – Victoria Commissioning Consortium
- Maryam Zonouzi – CEO – Westminster Action Network on Disability (WAND)

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Partner Organisations

- Westminster City Council (CSSR - Council with Social Services Responsibility)
- Central & North West London NHS Foundation Trust
- Imperial College Healthcare NHS Trust
- NHS Westminster
- Westminster Action on Disability Network (WAND)

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CAF Objectives

Personalisation

To support Westminster's Personalisation objectives – Citizen Self Assessment

Access to Information

To allow Service Users and Carers to view information we hold about them

Electronic End to End CAF Capability

To facilitate cross-organisational sharing of Assessments and Care Plans by CAF Enabling RiO Community, AIS, and our GP / SPA applications (EMIS, INPS & Adastra)

Integrated Care & Support Plans To allow the creation of a cross-Westminster Integrated Care and Support Plan

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Our Commitments to the DH

NHS

Inner North West London Care Community

Core Commitments. A focus on:

- Re-Ablement
- Long Term Conditions
- Service User / Carer Involvement
- Development of Electronic CAF Messages
- Demonstrating a Citizen Portal
- Looking to engage with GPs
- Investigating interfaces with:
  - The OOH/SPA Project
  - The CDMS Project

"This Project will deliver processes and supporting systems to allow the secure and timely sharing of assessment and care planning information between health and social care professionals.

It will enable external users to self assess, contribute to and view information about their care and treatment as recorded by all professionals involved in their care

Its focus is on care and support for adults, underpinning the continuing development of personalisation."

Citizens:

"I wanted some support as quickly as possible. I felt that all those involved listened to me and I was involved all of the time. My views led the assessment and I had a real say about the level of support which now helps me live my life."

GP's :

"I can make referrals to my Health and Social Care colleagues directly from my clinical system - far less time spent filling out paper forms and faxing. I get reports back from the resulting assessments and an integrated care plan so I know that my referral has been dealt with"

Health and Social Care Professional:

"I now receive referrals from Health and Social Care colleagues directly from my IT system. I have better information earlier in the process. I can send assessments and care and support plans directly to colleagues, whilst still making sure the individuals and carers we support receive quality information in paper form, online or both."

'A better experience for both Citizens and Staff.

For Citizens: better, more timely access to information about the professional care and support being provided for them by Staff in support of their stated objectives and desired outcomes'.

For Staff: better, more timely, access to information about the Citizen and the care and support being provided to them.

Proposed Benefits to be Realised

Information Sharing

- To improve information sharing between professionals
- To streamline information sharing processes
- To support the timely agreement of outcomes
- Reduce duplication to enable more holistic assessment by health and social care professionals

Service Users & Personalisation

- Enable Service Users to exercise greater choice
- Enable Service Users to play a greater role in planning the services they require
- Improve the Service User experience by better identifying and addressing their needs
- Help in achieving improved outcomes, via a range of indicators

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Proposed Benefits to be Realised Cont...

Re-Ablement

- To support early intervention to reduce the requirement for intensive care packages and secondary care in favour of community based support

- To reduce:
  - Avoidable admissions to hospital;
  - The length of time spent in hospital;
  - Reliance on OOH support services; and
  - The need for residential or nursing care.

Proposed Benefits to be Realised Cont...

Cost Efficiencies

- Increased use of Self Assessment and reduce Practitioner led assessments
- Improve signposting leading to better access to appropriate services and a reduction in care and support packages
- To improve information sharing between health and social care practitioners and reduce duplication administrative processes

Performance Against Targets

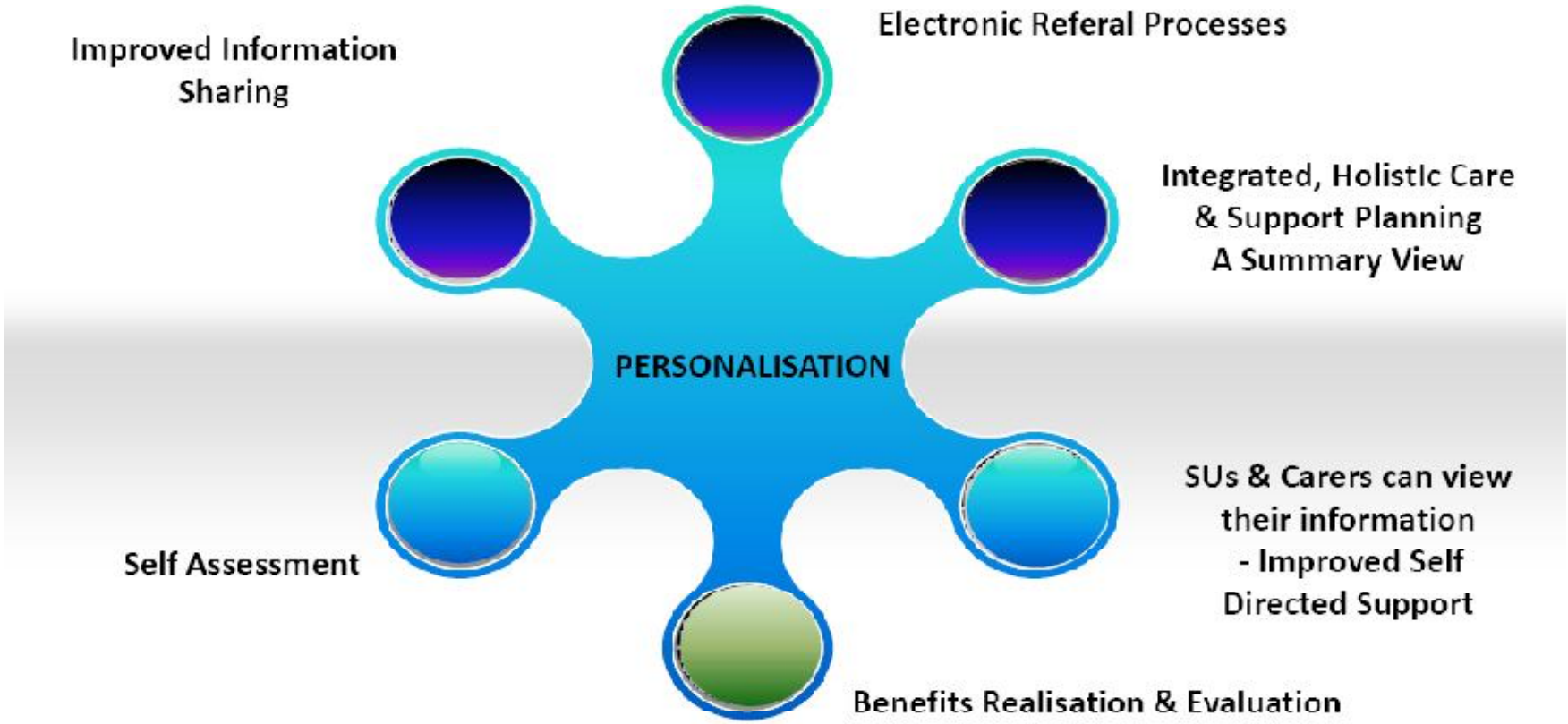
- Speed-up the Assessment process (particularly through self-assessments)
- Improve waiting times for assessment and care packages
- A Portal will enable service users to complete their assessments at a very early stage in their contact with services. The Portal and improved visibility of the assessments will help to achieve the target of 50% of Service Users benefiting from Self Directed services

Deliverables - Technology

- Personalisation
  - 'My Assessment'
  - 'My Support'
  - FACE (inc RAS)?
- CAF
  - AIS PDS
  - AIS CAF – Note that Lincolnshire are leading on this
  - RiO Community CAF

Scope – Business Capability

Put the Person at the Centre of Everything...



Deliverables - Business Capability

- Electronic Referrals
- Creation of integrated, holistic Care & Support Plans
- Cross-organisational sharing of FACE Assessments & Care/Support Plans
  - Contact Assessments
  - Overview Assessments
  - Specialist Assessment Outcomes
  - Care/Support Plans
    - Schedule of Care
    - Care Team
    - Needs
    - Support/Services being provided
- Support Personalisation – Self Assessments / Access to Information