ASC Transformation Programme

Update 9th February 2023

Background & Purpose

- The purpose of this briefing is to update the Panel on the current scope and plan for the ASC Transformation Programme.

- ASC has been on a transformation journey over the last few years. This has to date delivered the new management structure and overseen the implementation of the new case management system – CareDirector.

- The next iteration of the programme has been designed to embed the changes within working practice in order to:

  - promote **independence**

  - be **proactive and preventative** in mindset

  - provide easier **access to better information**

  - **improve the way we work** with people accessing our services including carers and providers.

- This programme will deliver an ASC Service that is sustainable, person centred, clear and confident in practise and delivering good quality care.

Programme Objectives

ASC must continue to transform to deliver support services through new ways of working to become sustainable. This programme of work will deliver:

- A shift to making access to information, assessments and guidance universally available to ensure that there is the availability to choose between digital and analogue/manual platforms. There will also be provision to support those who may have special needs or sensory loss to have access.
- An intense focus on **staff training** and development to embed a person-centred, asset based approach.
- Streamlined end-to-end care and finance **processes** on which staff are trained and able to support residents to understand.
- To ensure that prevention and a community led support approach improves outcomes for residents.

Phase 1

- This programme will be carried out in phases

- The work of Phase 1 will closely align and support the service's preparations for **CQC inspection** expected from April 2023.

- All workstreams will be **led by a member of the ASC Senior management team** with support of a project and business change manager and the communications team, and where appropriate, business analyst and subject matter experts.

Workstreams

1. **Investing in our People, Improving the way we work**
2. **Finance**
3. **Health and Care Network**
4. **Access to our Services**
5. **Digital and TEC Solutions**
6. **Data and Performance**
7. **Business Change and Communication**
8. **CareDirector Phase 2**

Key Deliverables – Phase 1 (1st Year)

- Deploy self-serve capability for IAG (information, advice & guidance) and assessments
- Rollout and embed strengths based practice and develop practice toolkit
- Clear career development pathways
- Improve D2A and health pathways
- Front door remodelling
- Direct payments improvements
- Telecare analogue to digital
- Transitions processes and team
- Move to data-driven, preventative care
- Community networks development and coproduction
- Core offer creation

Next steps

What	Description	When
High level Plans per workstream	To enable creation of timeline and to begin to capture interdependencies	End of Feb
Governance paper	Outline of Boards, attendees, how we'll update on progress and make decisions	End of Jan
Business Case	Secure Funding	End of Jan
Secure team and fill vacancies	Scope roles and engage agencies	End of Jan
Comms plan	Drafts of Internal and external	End of Feb
Business Change plan	Analysis of As-Is	Spring 2023