

Better Lives

Reimagining Better Lives
Amidst Covid-19

People I&S Committee
2nd September 2020



Better Lives

The Aim and Vision of Better Lives

At the start of the year, we set out on the Better Lives journey. The aim was to help the people of Derbyshire achieve the most independent outcomes possible and live their best life, regardless of age or disability. To seek better, more innovative ways of supporting our staff, the children and adults we care for and their families.

We believed that by doing these things, we could improve the outcomes for thousands of adults and children, while saving the council £21m.

Reimagining Better Lives - Developing Our Joint Response to Covid-19

In March 2020, we decided to reimagine how the Better Lives programme could support the wider Council in navigating Covid-19. This is because we very much see our role as partnering with you through this period, to aid your response to this crisis but also to ensure the programme is able to work past this exceptional period as things return somewhat to normal.

Not Everything Has Changed

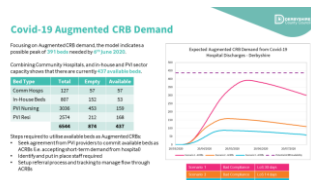
Now, as we look at what Better Lives should be in light of Covid-19, our approach may have evolved but our vision and aims have not changed. We still believe we can provide better outcomes for thousands of individuals, while saving the council £21m.

Better Lives

Our Joint Response to Covid-19

Between March and June this year, we needed to change our focus. The aim for Better Lives is to fully support Derbyshire through Covid-19 and aid your response to this crisis. There has been a wide range of activities we were involved in, some examples are below, but all are based on reimagining how the skills and resource in the Better Lives programme could be redeployed to better prepare Derbyshire County Council for this challenge. Some of these fit neatly with existing scopes of work but most were new or refined.

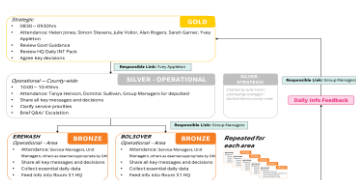
Capacity & Demand Modelling



A Clear Picture of Care Required & Our Ability to Meet This Demand:

1. Allowing for **evidence led decision making**
2. Supporting the **safe delivery of critical care** in the community
3. Allowing a **proactive response** in the event of staff shortages or increases in demand

Operational Command & Cascade Structure



A Management Structure for Social Care Today:

1. Creating the space for **leaders to lead**
2. Supported **decision making**, at the right level
3. Clear and **consistent communication** across localities and services
4. Providing a backbone from which to develop **self-managed teams**

Evidence Led Decision Making



Understanding How We are Performing:

1. Provides the **evidence required to inform decision making**
2. Tracks **key measures** so we know in advance how services are performing we need to respond
3. Tracks performance so we **know** that changes we make are working

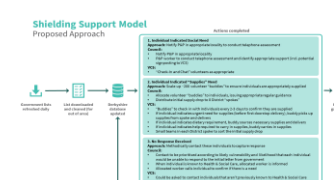
ASC Emergency Care Provision



Maximising the Capacity of Direct Care:

1. Supporting **hospital discharges** to ensure rapid access to community care
2. Allowing the service to cope as much as possible in the event of **staff shortages**
3. Allowing the service to support additional clients in the event of **PVI provider failures**

CRU Process Mapping

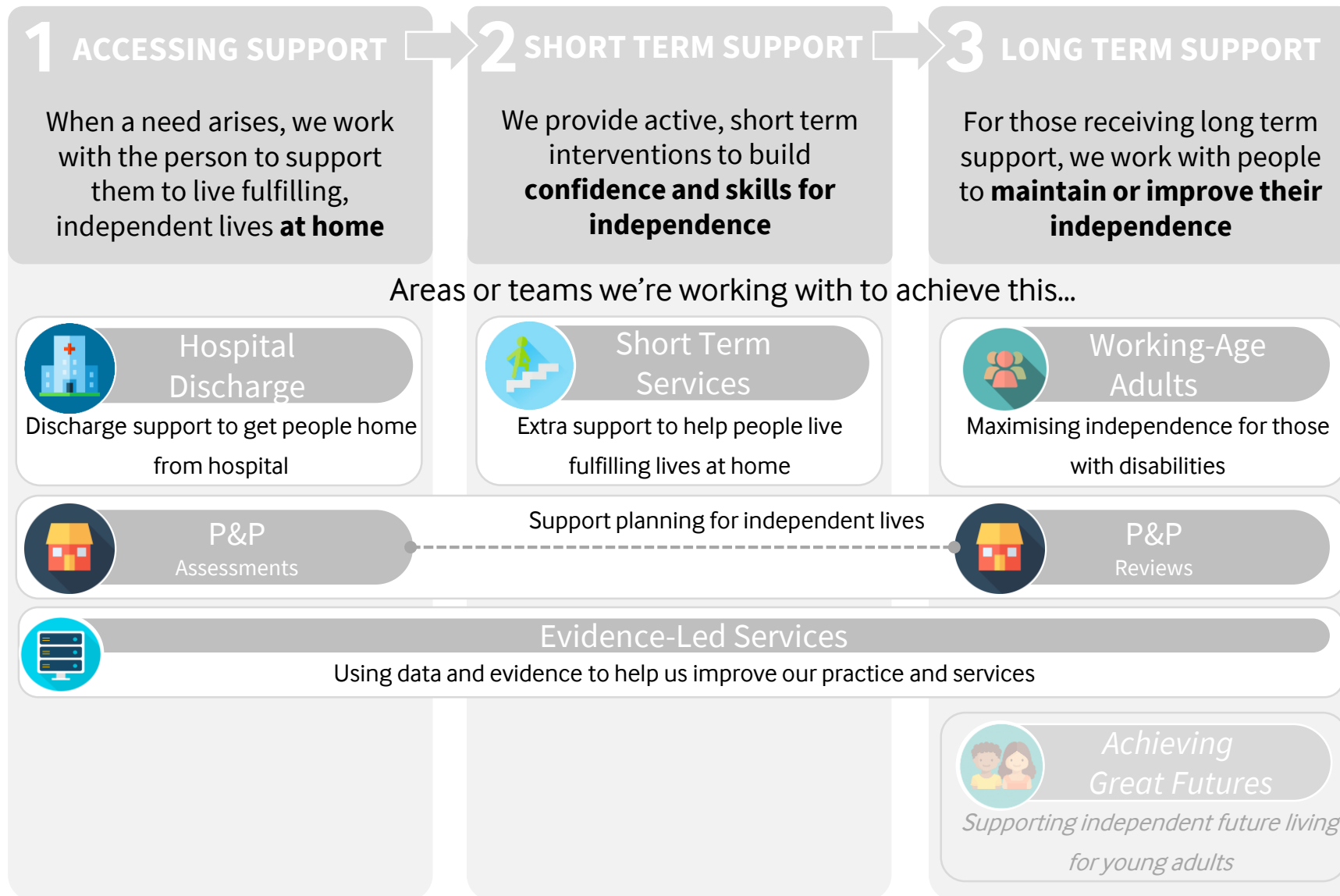


Supporting the 1.5m Million Most Vulnerable:

1. Supporting the rapid triage, contact and provision of care for **20,000 individuals**
2. Processes which bridge **Public Health, Social Care, MI, and Volunteer** and community services
3. Strategy coordinated via Newton's **No. 10 Advisors**

Where do we go from here?

What is the same and what has changed?



The core workstreams within the programme remain the same, but our approach to how we deliver them has evolved.

In addition, through the Covid-19 crisis many individuals and teams have embraced the value of information in supporting the decisions they make on a daily basis. The availability of critical evidence, in partnership with the right management support meetings, has led to the development of a new element of our vision, to develop Evidence Led Services, a key underpinning of self-led teams.

What has been achieved so far?

There is a lot to be proud of

The response by the people of Derbyshire and Derbyshire County Council has been extraordinary. We have all seen countless examples of people going above and beyond to support others.

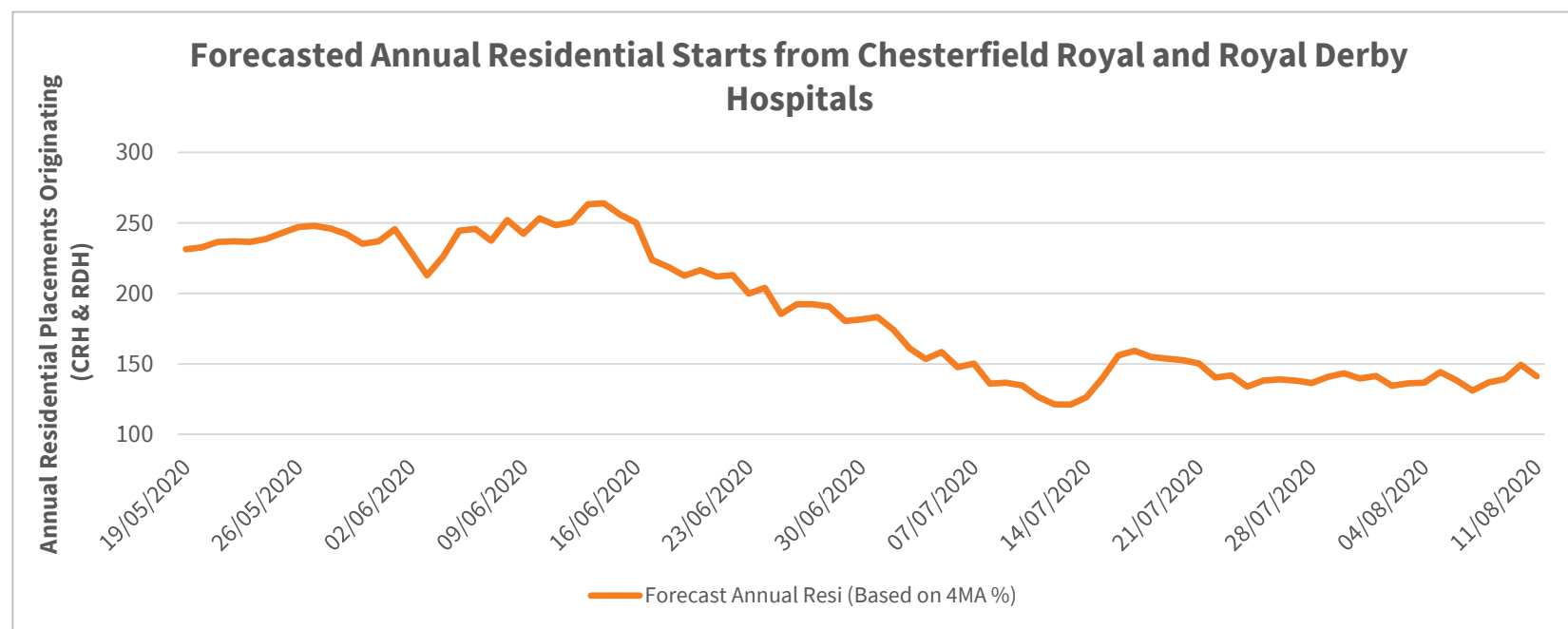
We wanted to highlight some of these examples and show how the core workstreams of the Better Lives programme have been progressing during the past few months.



Hospital Discharge

Our ambition is to support as many people possible to safely return home after a stay in hospital. To achieve this we need to change the way we work as a team, develop better tools to support staff, and improve processes and pathways to ensure people go to the setting which is best for them.

We know from experience that many people who go into short-term bedded care after hospital never leave and the longer someone stays in these beds, the less likely it is they can return home to the life they enjoy.



Since implementing the new ways of working in hospitals, we have seen a **50% reduction of people going into short-term bedded care**. This means **over 100 people will avoid an unnecessary long-term residential placement** and allow them to lead the independent life they enjoy.

Where do we go from here?

Programme delivery plans have evolved. Not just to account for workstreams that have been delayed or changes to the market, but also to build in future flexibility. Over the next months, key area of focus will be:

- Linking everything with a **golden thread** – from our One Council vision, through ASC strategy, through to Better Lives vision and workstream aims
- **Increasing the pace and scale of prototypes** across the programme –we will have more success stories to tell, as well as examples of where we have learned from mistakes, but the result will be frontline led solutions that deliver improved outcomes
- Continue our **journey towards self-led teams** – alongside the development of tools necessary for teams to easily assess their performance, workshops with everyone from team managers to leadership will continue to support the adoption of evidence and information in how we run our services

