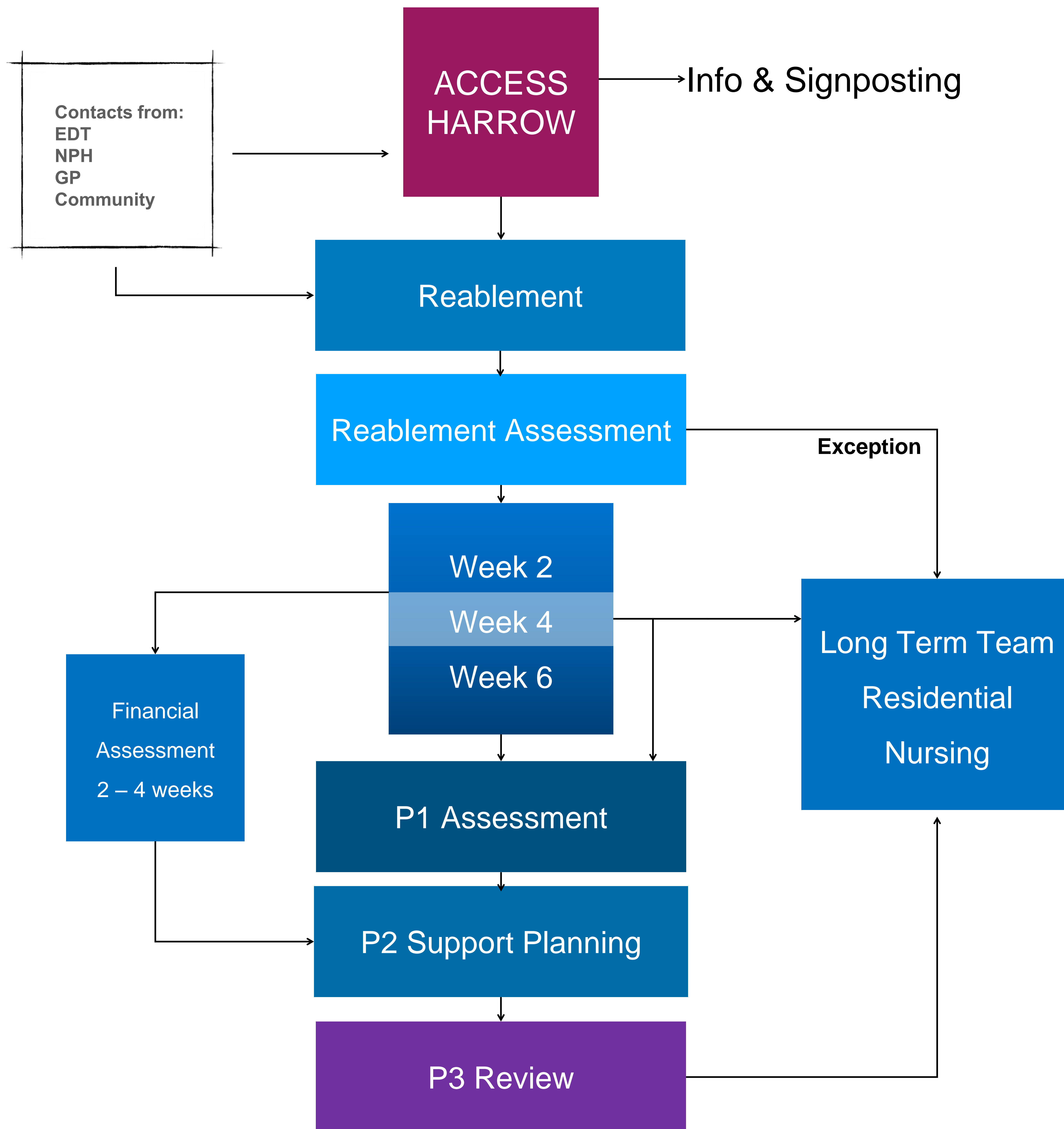
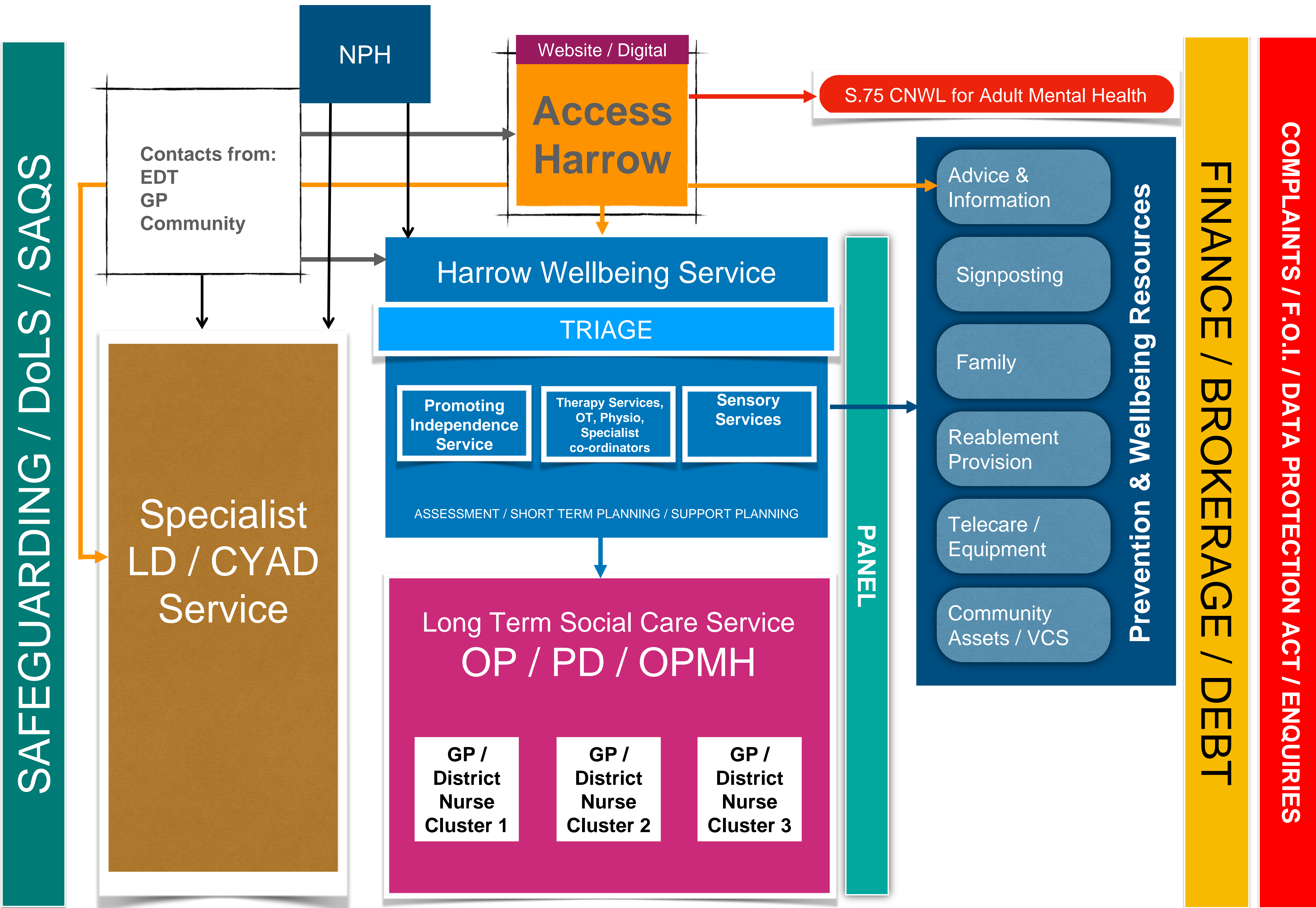


# Current Social Care Pathway 'As is' - high level graphic



SAFEGUARDING

# New Social Care Pathway model proposal - high level graphic



# New Social Care Pathway model proposal - high level explanation

S.75 CNWL for Adult Mental Health

SAFEGUARDING / DoLS / SAQS

**Safeguarding / DoLS / SAQS:**  
The service as is, is highly regarded as a 'good to great' service through independent audit processes e.g. Peer Review and Expert panel review. It has established governance and has been accredited Silver Status through the 'Making Safeguarding Personal' sector led initiative.

The service remains unchanged in the new model. It will continue to underpin all touchpoints through the pathway.



**Access Harrow:**  
Access Harrow continues to be the 'front door' to Harrow Council. Analysis has shown that information on the council website for adult social care can be improved. This proposal aims to address the need to have more meaningful information available up front so citizens are empowered to make informed decisions, know their rights and be informed about financial contributions that apply. In addition there will be a higher profile of the SWISH Service (Support and Wellbeing Information Service Harrow) that has recently been re-rendered as a service.

**CNWL Section 75 Adult Mental Health services**  
CNWL will continue to act on behalf of Harrow Council to deliver mental health services for citizens up to the age of 65 in Harrow and this will not change in the new model.

**Finance / Brokerage / Debt:**  
The new model recognises the need for a robust central function comprising of finance e.g. financial assessment, brokerage and debt management. These core functions will be available across all relevant touchpoints and improvements will be made to information and advice at the front end so citizens are aware early on what the potential social care financial liabilities are.

Contacts from:  
EDT  
NPH  
GP  
Community

**Contact:**  
The 'feeders' for contacting Harrow Council will continue to come from the community e.g. self-referrals, carer, family, the hospital teams, GP surgeries and the Emergency Duty Team or other council department. In the main, contact will be made through Access Harrow but there will be instances where contact will be made directly to respective teams.

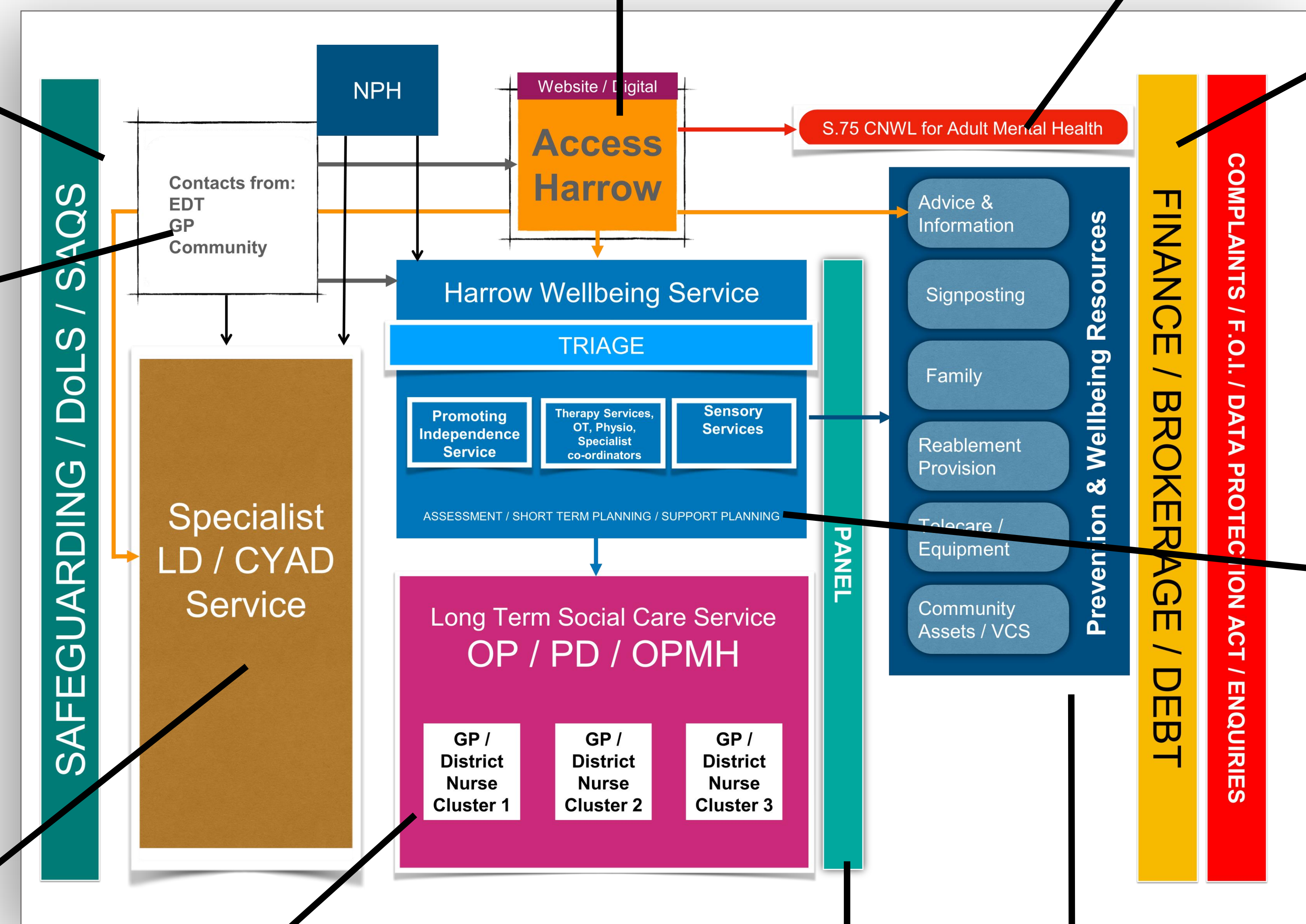
Specialist LD / CYAD Service

**Specialist LD / CYAD Service**  
Typically, learning disability services represent the biggest commitment in terms of social care budgets. A newly formed service is proposed to support citizens with learning disabilities alongside children and young adults with disabilities. The rationale for this includes a lifelong approach delivered through a dedicated multi-disciplinary team with the key specialisms.

Long Term Social Care Service  
OP / PD / OPMH

GP / District Nurse Cluster 1    GP / District Nurse Cluster 2    GP / District Nurse Cluster 3

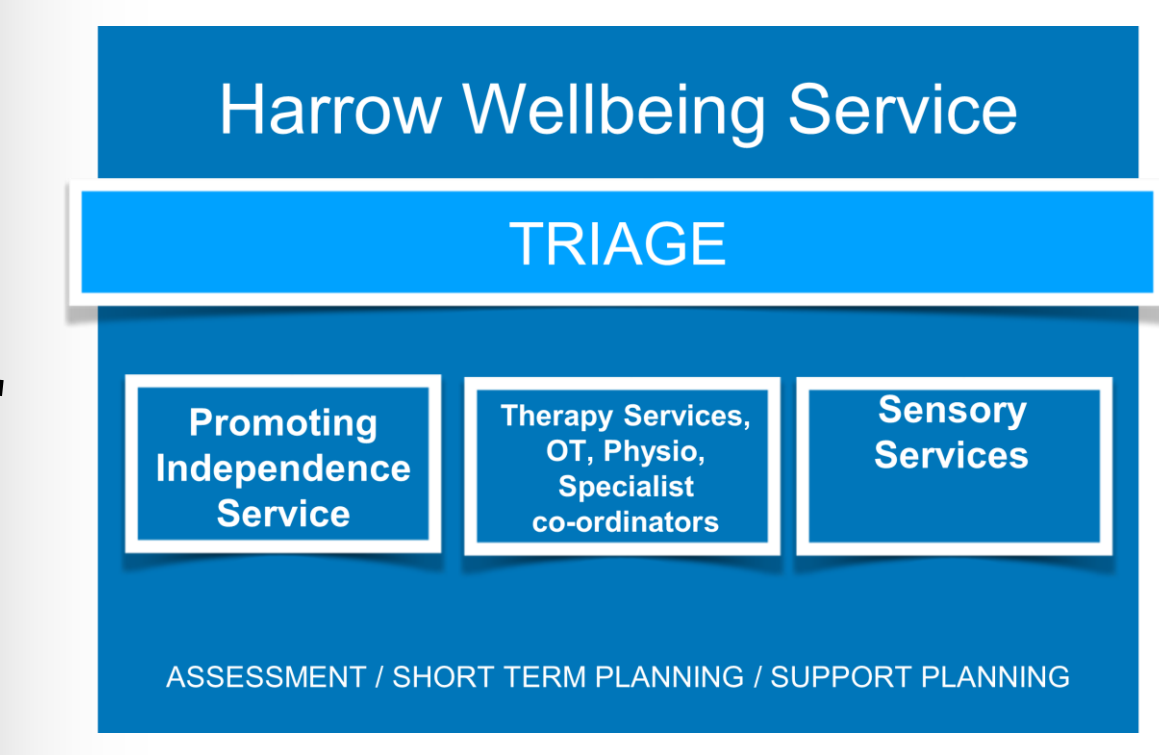
**Long Term Social Care Service / GP / District Nurse Cluster Model:**  
There are circa. 3000 service users with long term needs. The concept with this approach is to forge strong connections with citizens local circle of support including GP surgeries and local resources. As people live longer there is a risk of living with ill health, this approach offers timely intervention to support initiatives such as self-care e.g. helping someone to manage a medical condition and avoid hospital admission that is preventable.



**Panel:**  
Panel will continue to provide discussion and support on cases at the key touchpoints in the new process.

**Prevention & Wellbeing resources:**  
The wellbeing team will look to a suite of options that support a preventative approach to avoid unnecessary long term care e.g. Reablement provision, upskilling family support, adopting the latest innovation and technology, effective signposting and use of information and advice resources and new initiatives that enhance community partnership.

- Advice & Information
  - Signposting
  - Family
  - Reablement Provision
  - Telecare / Equipment
  - Community Assets / VCS
- Prevention & Wellbeing Resources



**Harrow Wellbeing Service:**  
The Care Act 2014 is the most significant change in social care law for 60 years. The legislation sets out how people's care and support needs should be met. The act's 'wellbeing principle' sets out a local authority's duty to ensure people's wellbeing is at the centre of everything it does. This newly formed service embodies that principle and will deliver a Triage approach at the front end and through the specialist knowledge of a first response service can support citizens in a way that is strengths based and empowering. As well as statutory assessments; Care Act Assessment, Carers Assessment and Financial Assessment, a suite of options to meet outcomes, including Reablement, will be considered. A short term plan with a robust review process will be implemented and in some cases this will progress to longer term planning including RAS allocation and timely financial assessment.

The vision for Harrow adult social care promotes a model of community resilience that complements the adult social care pathway; transforming care from a model of need to one of strengths and empowering people to make meaningful community connections, utilising community assets including the voluntary and community sector.