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**Place, Home
and Housing**

Adapting for Change

Practice Series



Overview

Lochaber

Demonstration Site



Be@Home in Lochaber provides a one stop shop with a redesigned pathway that connects customers to a menu of service options, with increased assessment capacity and improvements in **performance measurement**

Lochaber demonstration project has developed a 'tenure neutral' one stop shop for the access, assessment, co-ordination and delivery of equipment, adaptations, telecare, and housing options information and advice.

The one stop shop is based in Lochaber Care & Repair and has a clear and distinct branding and identity as Be@Home. The model offers service users direct access to a range of potential interventions that can help them to be at home safely for longer.

The Be@Home pathway provides a more systematic and co-ordinated preventative approach to housing solutions for the customer at the point of access or demand compared to the traditional access route to housing adaptations.

The project has upskilled staff so that they can respond more effectively to customer needs, including in technology enabled care, reducing customer waiting time and streamlining the process.

Highlights

Service redesign – Be@Home

- A one stop shop under the banner of Be@Home promotes and provides a direct access pathway to a menu of services
- A new timely approach to assessments has been introduced reducing waiting times
- A new assessment methodology covering outcome measurement and satisfaction has been implemented
- Assessment capacity for non- complex cases has been increased

Data driven performance

- Baseline performance data has identified the opportunity for improvements to support service redesign, including potential savings from a cross tenure integrated approach to procurement and budget management
- A new assessment methodology has been implemented
- A wider range of measures have been identified to evidence whether, and the extent to which, the demonstration project is making a difference.
- Budget administration is becoming more integrated across tenures

About Lochaber

The objectives of the Lochaber demonstration site were to

- develop and deliver a local tenure neutral access route to aids, adaptations and equipment
- provide a leadership, co-ordination and delivery role on behalf of statutory stakeholders
- simplify and improve the customer experience of interventions to help them remain or return home safely and securely, including improved timescales for adaptations, and introduction of housing options conversations at the start of the pathway
- review customer knowledge and data collection across all stakeholders to help identify who to and how to promote and deliver improved preventative and anticipatory interventions
- explore and promote commercial services opportunities for customers not eligible under the Scheme of Assistance or participating in Self Directed Support
- implement improved outcome monitoring with reference to national regulatory and good practice frameworks
- achieve value for money improvements arising from zero rating of adaptations and no additional or hidden administrative charges to contractors
- achieve efficiency savings by designing out duplicate processes and multiple systems

The Project covers the same area as the Lochaber District Partnership – one of The Highland Council’s Community Planning Partnerships. The area is geographically large, including small urban, rural and remote communities that are generally mixed tenure. Positive partnership working between agencies and groups to meet people’s needs is already well established.

Highland adopted a ‘lead agency’ model for the integration of its health and social care services, the only area in Scotland to do so. All local authority adult social care functions are now delegated to NHS Highland (and all children’s services delegated to The Highland Council). Health and social care staff are co-located in local integrated teams.

The Highland integration model did not initially include housing as a formal strategic partner. However, strategic housing services were connected to the NHS Highland structure by an Executive Sponsor through NHS Highland’s Adult Services Commissioning Group and the Older Persons Improvement Group for 2012/13. This was subsequently formalised from April 2015 as part of the arrangements for the Public Bodies (Joint Working) (Scotland) Act 2014.

Governance and partnerships

The project has the Highland Council's Head of Housing as the executive sponsor, and was led by a Housing Policy Officer jointly with the Manager of Lochaber Care and Repair.

A Project Board consisting of key influencers was formed at an early stage. The Board agreed at the outset a shared purpose, role and remit for Board membership, and defined the projects' vision and strategic objectives.

The Board has sixteen permanent members based on capacity and capability, with the ability to influence change from a mix of operational, strategic and political levels.

- Highland Council – Head of Housing (Executive Sponsor)
- Highland Council – Housing Policy (Project Lead)
- Highland Council – OT Team Leader (Children & Young People)
- Highland Council – Housing Development Officer
- High Life Highland – Wellbeing Manager
- Voluntary Action Lochaber – Representative
- NHS Highland – Lead AHP, North & West

- NHS Highland – Dementia Link Worker
- NHS Highland – OT Lead for Adults
- NHS Highland – Lochaber Integrated Team Manager
- NHS Highland – Belford Hospital General Manager
- NHS Highland – TEC Lead
- NHS Highland – Lochaber District Partnership Rep
- Lochaber Care & Repair – C&R Manager (Project Lead)
- Ihub Place Home & Housing – Facilitator

In addition, the Project had several key advisors with positions of influence, for example on NHS Highland Board, the Highland Community Planning Board, Highland Council elected members and people in clinical practice. They were able to support the Project with access to their networks and by promoting the project objectives.

The Project reported formally to the Older Persons Improvement Group through the housing policy officer, and the Adult Services Commissioning Group through the executive sponsor. In addition, formal updates have been made to the local authority Adult Services and Scrutiny Committee and Community Services Committee, Lochaber District Partnership, and the Boards of Lochaber Care & Repair and their host organisation, Lochaber Housing Association.



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Useful Documents and Links

- Vision and Strategic Framework
- Project Board – membership, remit and responsibilities
- Project Board: Tests of Change Report
- Be@Home promotional postcard
- Be@Home Menu of Options
- Initial Conversation Script
- 'Baseline Measures' process
- Pathway diagram
- Training Pack to upskill handyperson

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