

Moray Overview:

Moray 247 is a coproduced test of change between Health and Social Care Moray, East Ayrshire Health and Social Care Partnership and Support Choices, Perth and Kinross.

Moray tested 247 grids to explore community assets and alternatives to building based day services

East Ayrshire tested 247 grids in relation to commissioning and reviewing of high cost care packages

Support Choices tested 247 grids to empower families in a receipt of a Direct Payment to self manage and plan their support.

The Problem

- Individuals and families are not always trusted to plan, organise and spend budgets for their social care and support in a flexible, personalised way due to financial constraints.
- Many budgets provided for social care and support can be costly and passive; reinforcing support levels and contribute to life long dependency that is not personalised or progressive.

Aim

To give our test sites a digital solution that could offer statutory organisations and those accessing support:

- A visual and practical online tool that would inspire and facilitate a new conversation
- The transparency and accountability people who draw support need in order to take back ownership and responsibility of their health and wellbeing
- People are helped to understand how their package of support has been arrived at
- A way to coproduce their assessment, their support plan and more involved in designing their care and support

Outcome

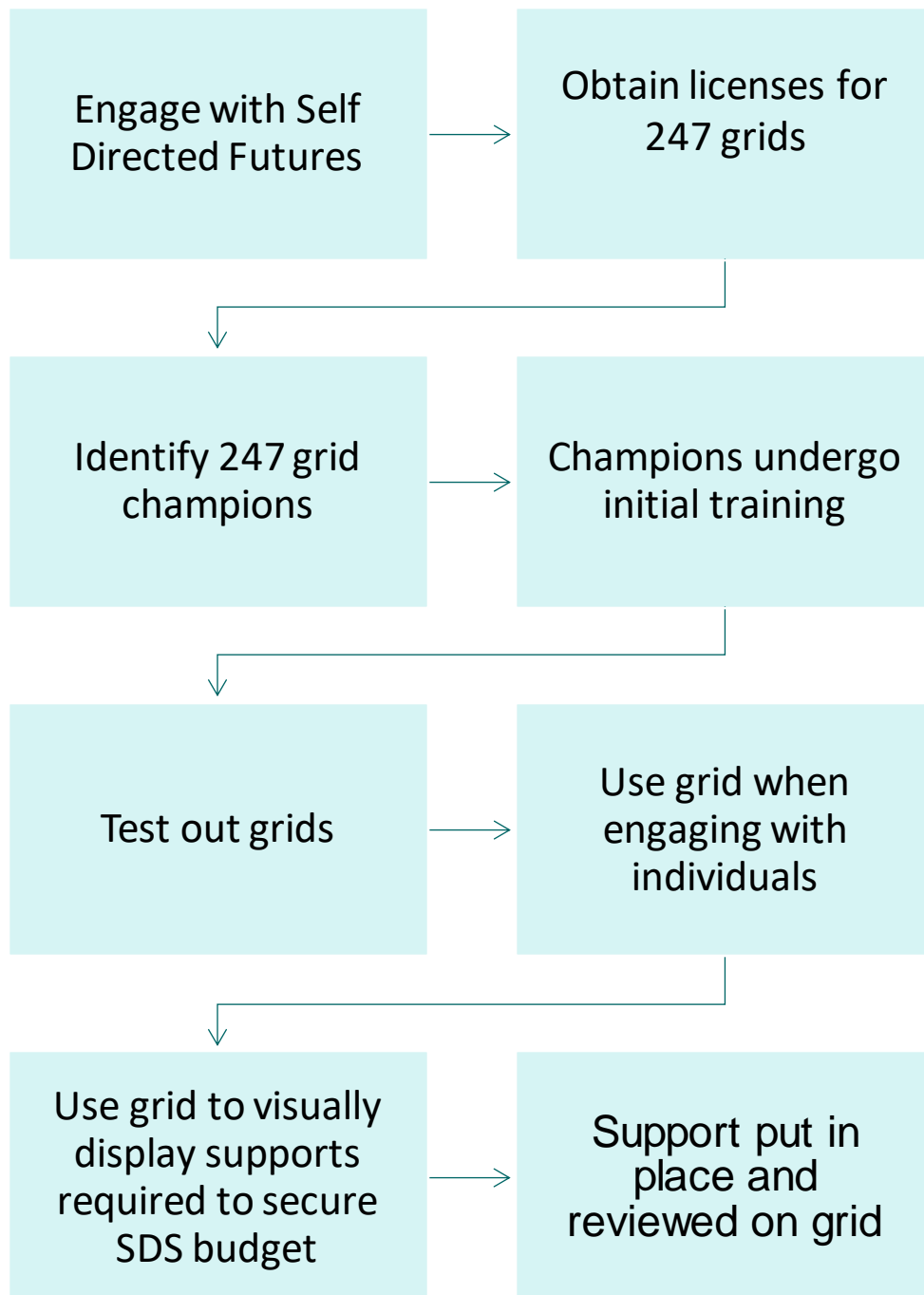
Our Outcomes were :

- For individuals to feel more aware and involved in their care and support when using 247 grids
- For professionals to use the 247 grids to have different conversations, looking creatively at the way in which support can be commissioned.
- For teams to feel the coproduction of assessments, care planning and costings and reviewing is positively aided by the use of 247 grids.

Key Learning Points

- The visual representation provided with 247 grids was a welcome resource, giving individuals greater choice and control
- 247 grids helped to identify areas during an individual's day or week where they have no support or social contact, enabling these times to be focussed on
- The use of the grids allowed for financial costs attached to support to be transparent, enabling more creative conversations to take place.

Technical set up and Process



What Worked Well Challenges, Next Steps

What worked well

- Teams welcomed the visual resource tool they can draw upon to support the exploration of support options with individuals, families and providers.
- Through not making it mandatory to use the 247 grids, but to offer this as another tool in the tool kit to achieve a strength and asset based approach to support planning.

Challenges

- Capacity issues across the system meant limited opportunities to use the resource, but where it has been used, overwhelming positive feedback was reported

Next steps

- To continue the wider introduction of the 247 grid resource across the teams, to include in particular unpaid carers with the creation of an Adult Carer Support Plan.
- To harness our National network connections and continue to disseminate inspiring case studies.