



Introducing our  
***Test of Change***  
with the

[www.247grid.com](http://www.247grid.com)

software

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## Coproduction

is at the heart of  
Self direction,  
as we see more people  
wanting to be involved  
in designing their  
care and support

“Let’s start a new  
conversation”



# Presenters are:



- **Rachel Mason**

A family carer of 2 adult sons with Autism /Learning disabilities who has been creatively self directing my sons' support for over 16 years

*Designer of the 247grid software*

- **Kevin White**

The 'Thinking differently ' coordinator for high cost complex Transition packages for children & young people East -Ayrshire council – **Case study**

- **Michelle Fleming**

The SDS and Carers officer Moray council – **Test of Change lead**

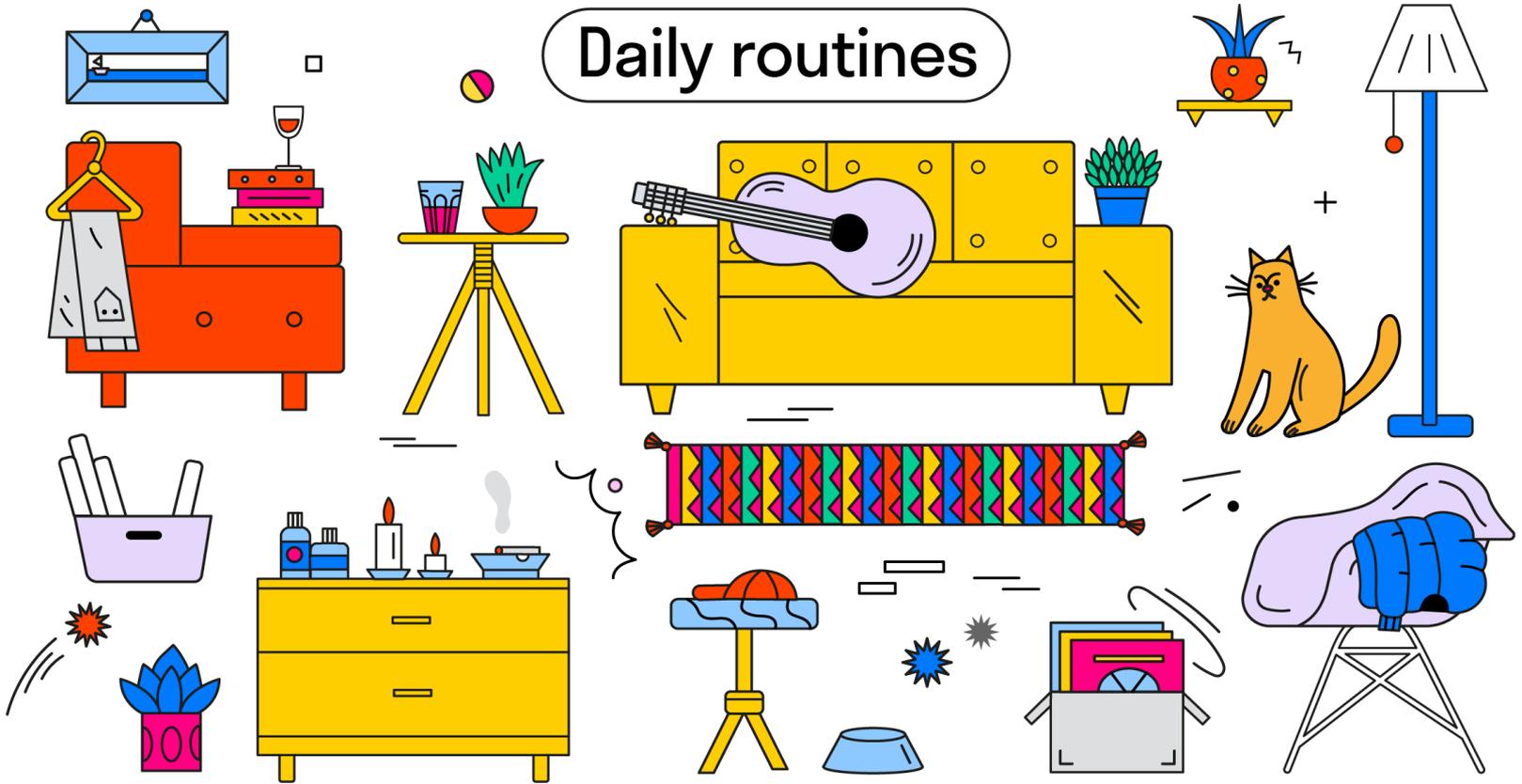


*“When my son’s wake up  
in the morning...*

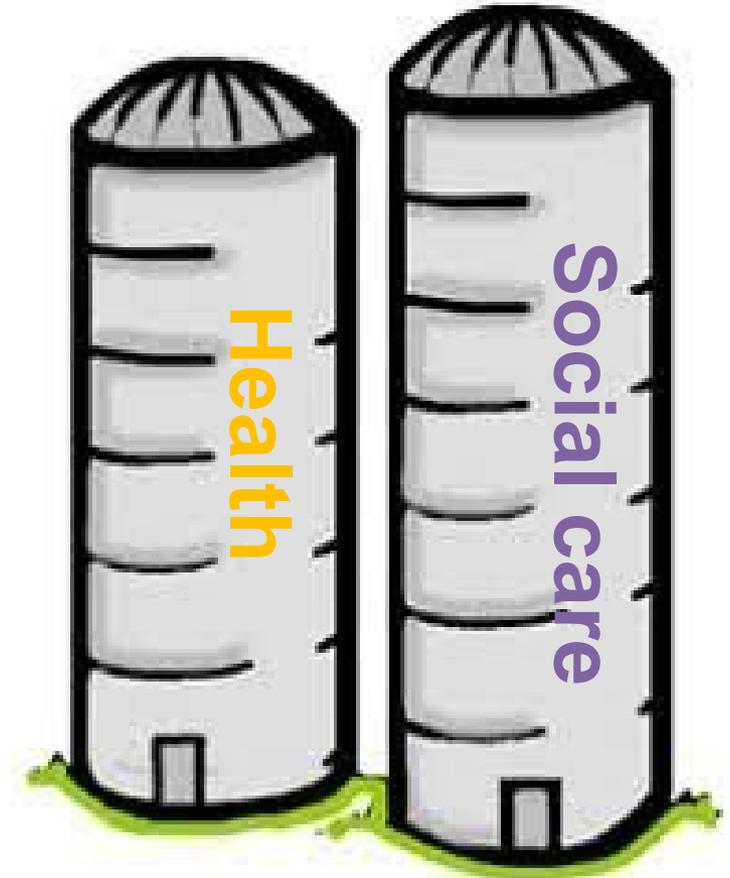
*I want them to live a life,  
NOT a service”*

# This, is 'normal life'

Daily routines



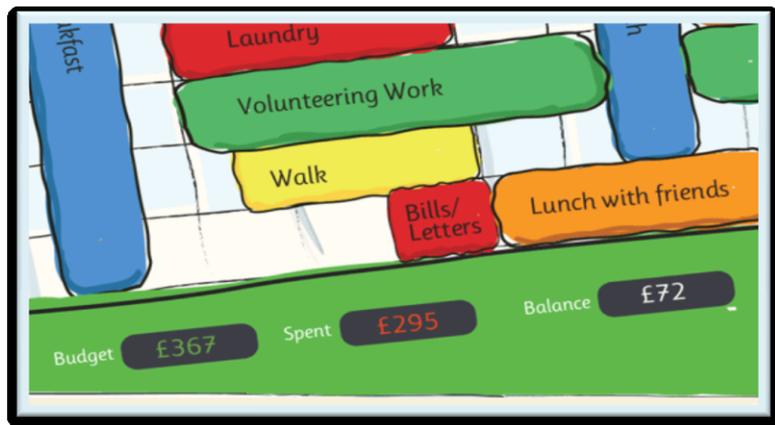
But often the **process** to get the support to live it..  
bears no resemblance



With the right digital resource, could statutory services  
**change the conversation** and **coproduce**  
a better way to commission and deliver care and support?



# Let's take a look at **Legislation** and **national policy**



**Care Legislation** gives people more choice and control over the health and social care they receive

**Transparency & Accountability** is key if you want people who use services to *take ownership and responsibility of their health and wellbeing*

A person is **entitled to know how** their **'personal budget'** has been calculated

The personal budget must **be adequate to meet need** and cannot be arbitrarily capped by a RAS as this only serves as an indicative budget that must be tested

When people get **more involved in designing their care and support** they become inspired to reach their best potential, which over time could reduce their reliance on funded support

*"When I was told how much my son's service cost, I knew I could get better outcomes by spending the money differently"*

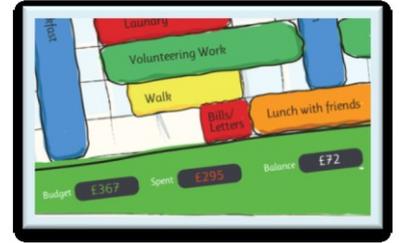
# Social care - **self-directed support**: framework of standards



## Here are a few of the **12 standards within the framework**

- Early help & support to look at community solutions
- Strengths, asset based, outcome focused commissioning
- Flexible, creative approaches to delivering support
- Meaningful , measurable recording
- Accountability, transparency
- + Risk enablement to help people live the lives they choose
  
- **People have access to personal budgets, Self direction options, flexibility in spend - which will give people the opportunity to have more choice and control over their care and support**

# Our Aim



Was 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 on 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 be **more involved in designing their care and support**

# Introducing our test sites



Commissioning and Reviewing  
high cost packages



Exploring community assets  
and alternatives to buildings  
based day service



Empowering families using  
Direct Payments to self manage  
and plan their support

# Introducing [www.247grid.com](http://www.247grid.com)

The **247grid** is an inspiring and effective **visual costing support planning tool** that helps professionals, care providers, people who draw on services and their families, to have a **'better conversation'**



Time Designers Ltd



# Local Authorities who have utilised the 247grid



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



South Tyneside Council



City of Westminster



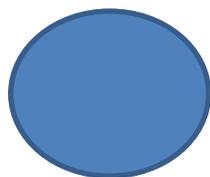
# A **secure online** costed support planning tool



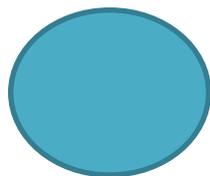
## Self directed support

Self directed support is key to getting better life outcomes. This can be achieved in a commissioned service, an Individual service fund or a direct payment (Option 1, 2, 3 & 4 in Scotland) because the 24/7 grid changes the conversation! The 24/7 grid is the perfect tool to instantly see how your support package is designed and how the budget is being spent. It gives you the opportunity and may be the inspiration to look at spending it differently!

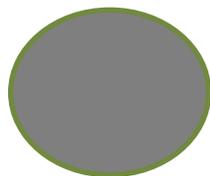
It uses **Colour** to see at a glance the level of independence, community support and paid support



**Blue** - Independent



**Aqua** – good use of family, friends, community support



**Grey** – Use of Assistive technology

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**5**

1:1 back ground supervision

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**6**

1:1 verbal prompts

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**7**

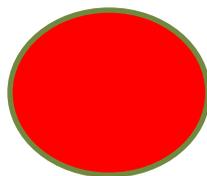
1:1 physical prompting (intervention)

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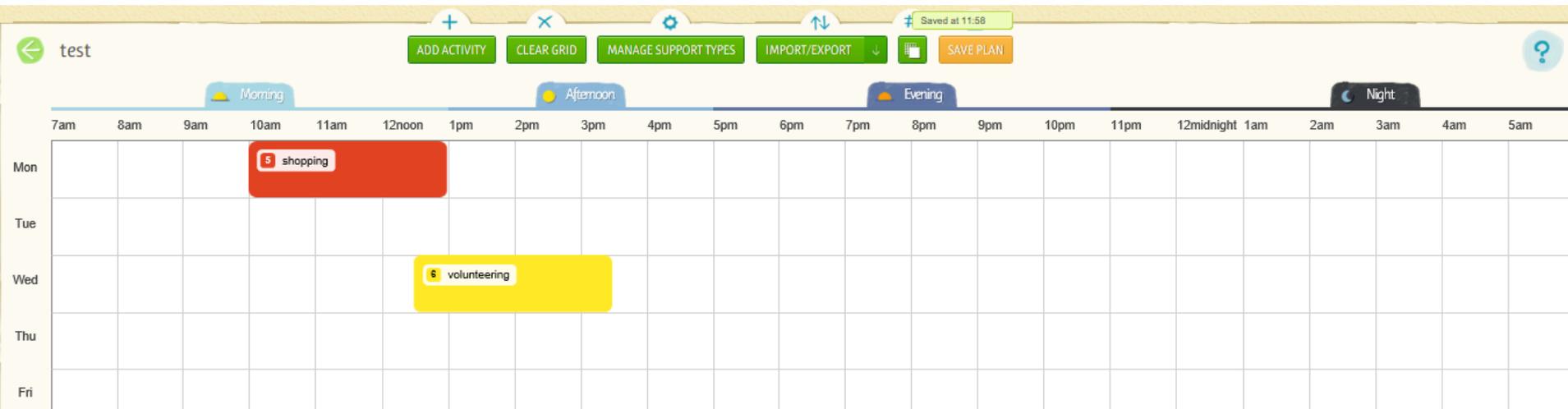
**8**

1:1 do for

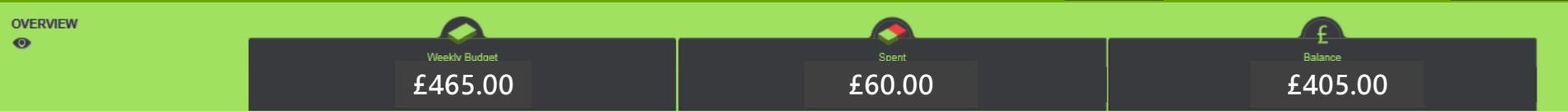
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As you co-design your day and the support you need,  
**the software calculates the cost of the package**



**Cost Summary** WEEKLY BUDGET £465.00 SPENT £60.00 BALANCE £405.00



**COST SUMMARY**

SUPPORT TYPE	HOURS/SESSIONS	COST PER HOUR/SESSION	TOTAL COST	SAVINGS
1 INDEPENDENT	0	£0.00	£0.00	
2 Family	0	£0.00	£0.00	
3 Friends	0	£0.00	£0.00	
4 Volunteer	0	£0.00	£0.00	
5 1:1 support	3	£15.00 NET (£15.00, 1:1)	£45.00	+£0.00
6 1:3 Supervision	3	£5.00 NET (£15.00, 1:3)	£15.00	+£30.00
TOTAL			£60.00	SAVING TOTAL +£30.00

**COST CALCULATOR** What is the duration of your plan? 52 Weeks = £3120.00

# Could the funding for a traditional inflexible package be spent more creatively to get better life outcomes?



# Could the funding for a traditional inflexible package **be spent more creatively** to get better life outcomes?

**'OVER TO ME!'**

ADD ACTIVITY CLEAR GRID MANAGE SUPPORT TYPES IMPORT/EXPORT SAVE PLAN

Morning Afternoon Evening Night

7am 8am 9am 10am 11am 12noon 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm 9pm 10pm 11pm 12midnight 1am 2am 3am 4am 5am 6am

Mon  
Tue  
Wed  
Thu  
Fri  
Sat  
Sun

This gentleman, aged 94 with dementia, used the £700 to buy in a 'live-in carer'

- He now gets up when he wants
- Can go out during the day, when ever he wants
- Receives personal care when he needs it
- Has his meals when he wants
- Goes to bed when he's ready!

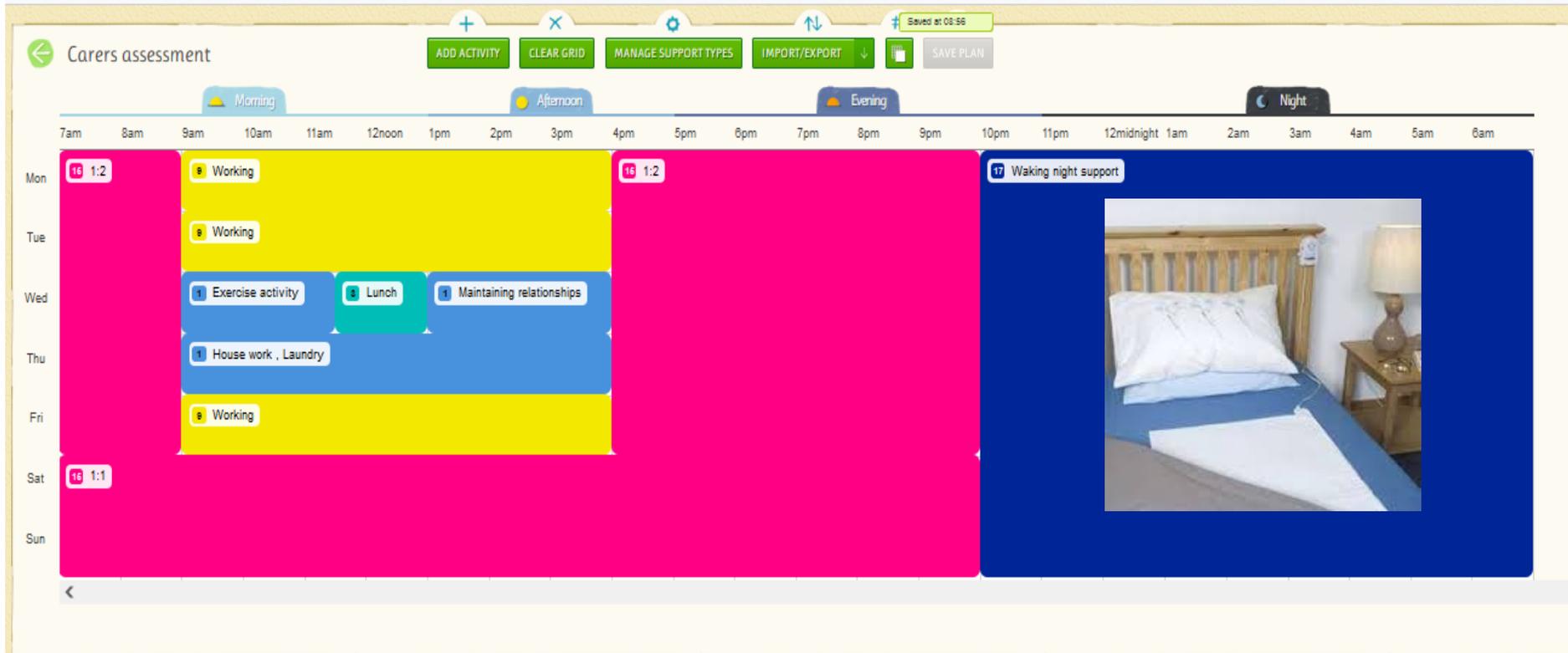
**Much better outcomes for the same cost**

Cost Summary WEEKLY BUDGET £700.00 SPENT £700.00 BALANCE +£0.00



# It was important to look at **unpaid family carer** situation too. **What needs?**

Using a grid alongside a carers assessment, meant they can **visually show** the social worker where the areas of pressure are



**A bed sensor helped with supervising a person who wanders at night**



# Grids can also change the way we commission day services

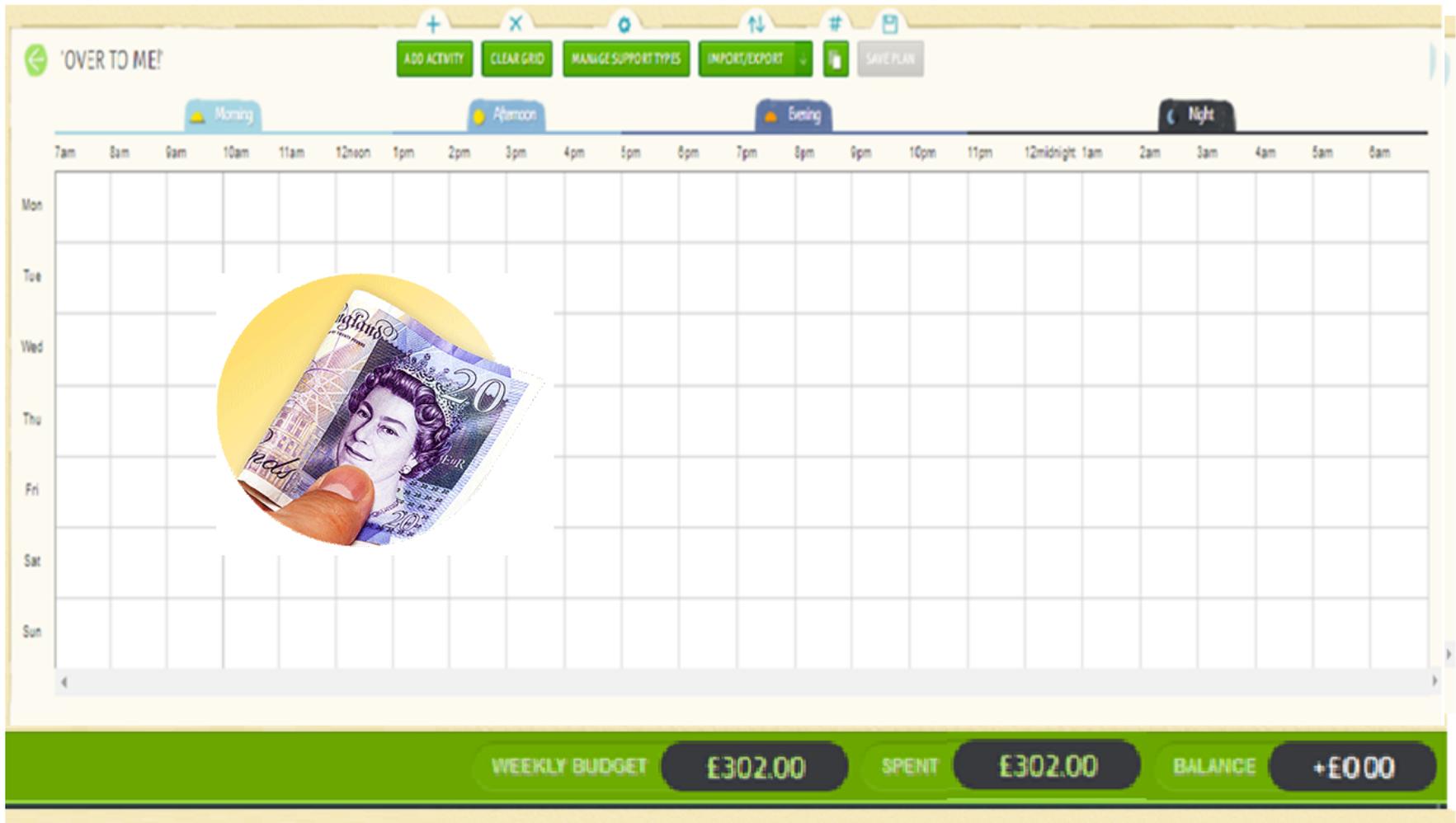
The screenshot displays a software interface for commissioning day services. At the top, there is a navigation bar with icons and buttons: '+', 'X', a gear icon, a double-headed arrow, a '#' icon, and a document icon. Below these are buttons for 'ADD ACTIVITY', 'CLEAR GRID', 'MANAGE SUPPORT TYPES', 'IMPORT/EXPORT', and 'SAVE PLAN'. The main area is a grid with columns for hours from 7am to 6am and rows for days of the week (Mon to Sun). The grid is divided into four time periods: Morning (9am-12noon), Afternoon (1pm-4pm), Evening (5pm-8pm), and Night (9pm-12midnight). A grey box on the left side of the grid contains the text 'Traditional building based day services'. On the right side, there is an inset image of a brick building with a sign that reads 'OLD WENTROR DAY CENTRE'. At the bottom of the interface, there is a green bar with financial summary: 'WEEKLY BUDGET £302.00', 'SPENT £302.00', and 'BALANCE +£000'.

Traditional building based day services

OLD WENTROR DAY CENTRE

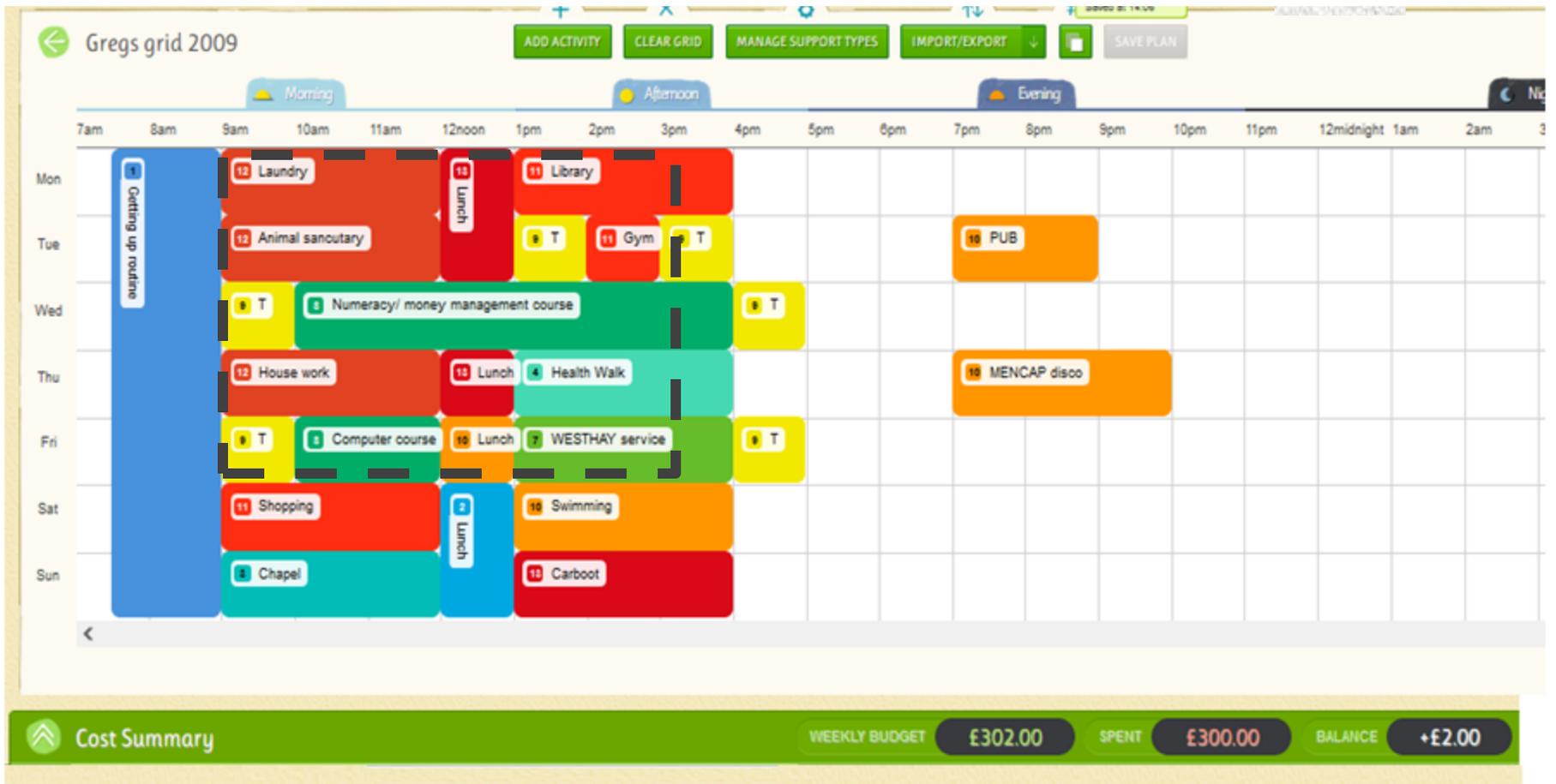
WEEKLY BUDGET £302.00 SPENT £302.00 BALANCE +£000

By offering Self direction through **Option 1** and **Option 2**

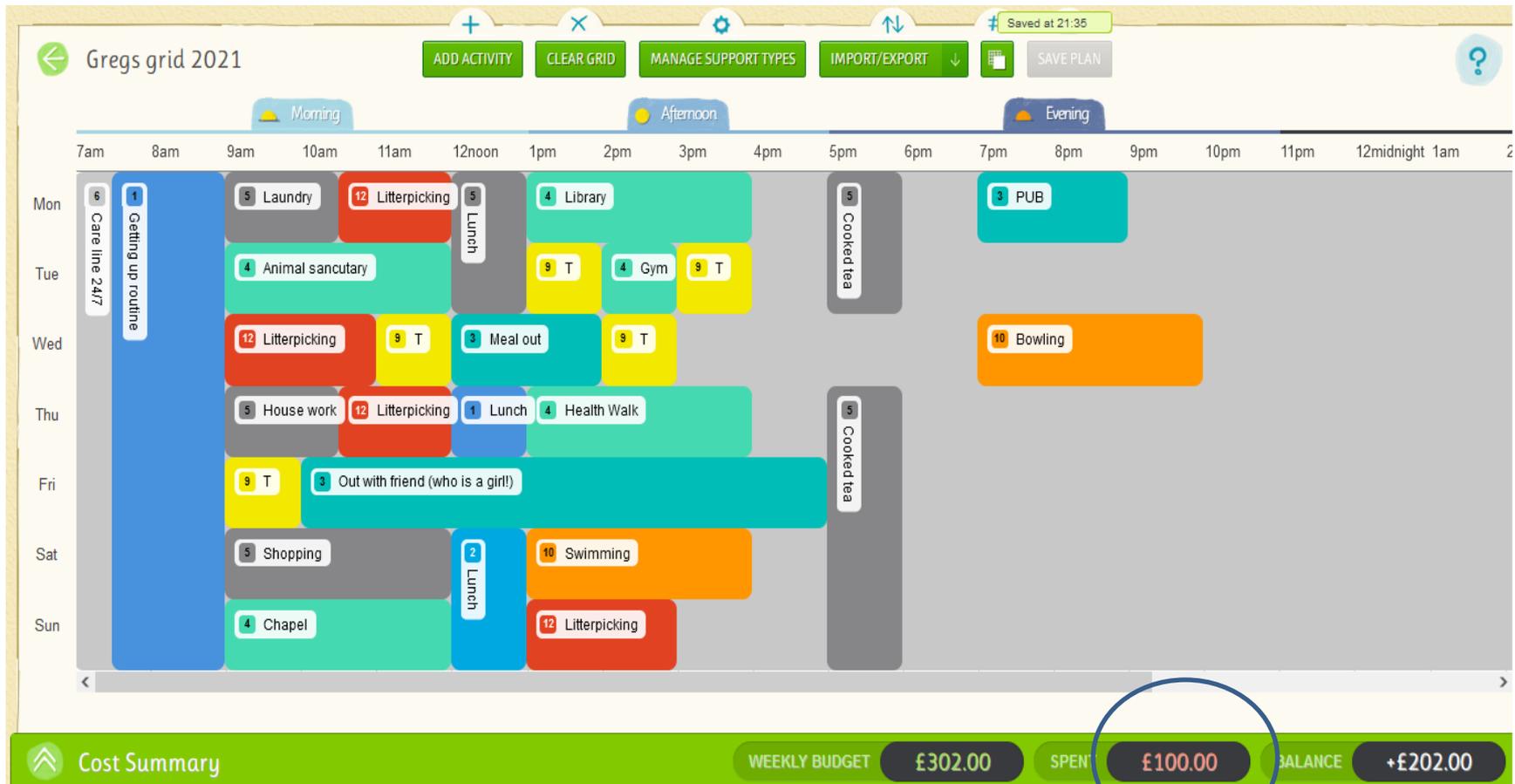


- **Colour** can be used to identify where **1:1 support** is required
- Show where **community assets**, and **local volunteers** are harnessed
- Indicate where there is participation in **local activities, groups, and clubs**
- Identifying day to day tasks, where **Assistive Technology** could be introduced

This grid shows the same funding goes further 7 days a week, evenings, weekends



By comparing grids, you can **evidence progress** and see the reduction in reliance on funded support



# Grids prompt you to think about introducing **Assistive technology** solutions



# What was the Change we were testing?



## The 3 measurable outcomes we wanted to test using 247grids were:

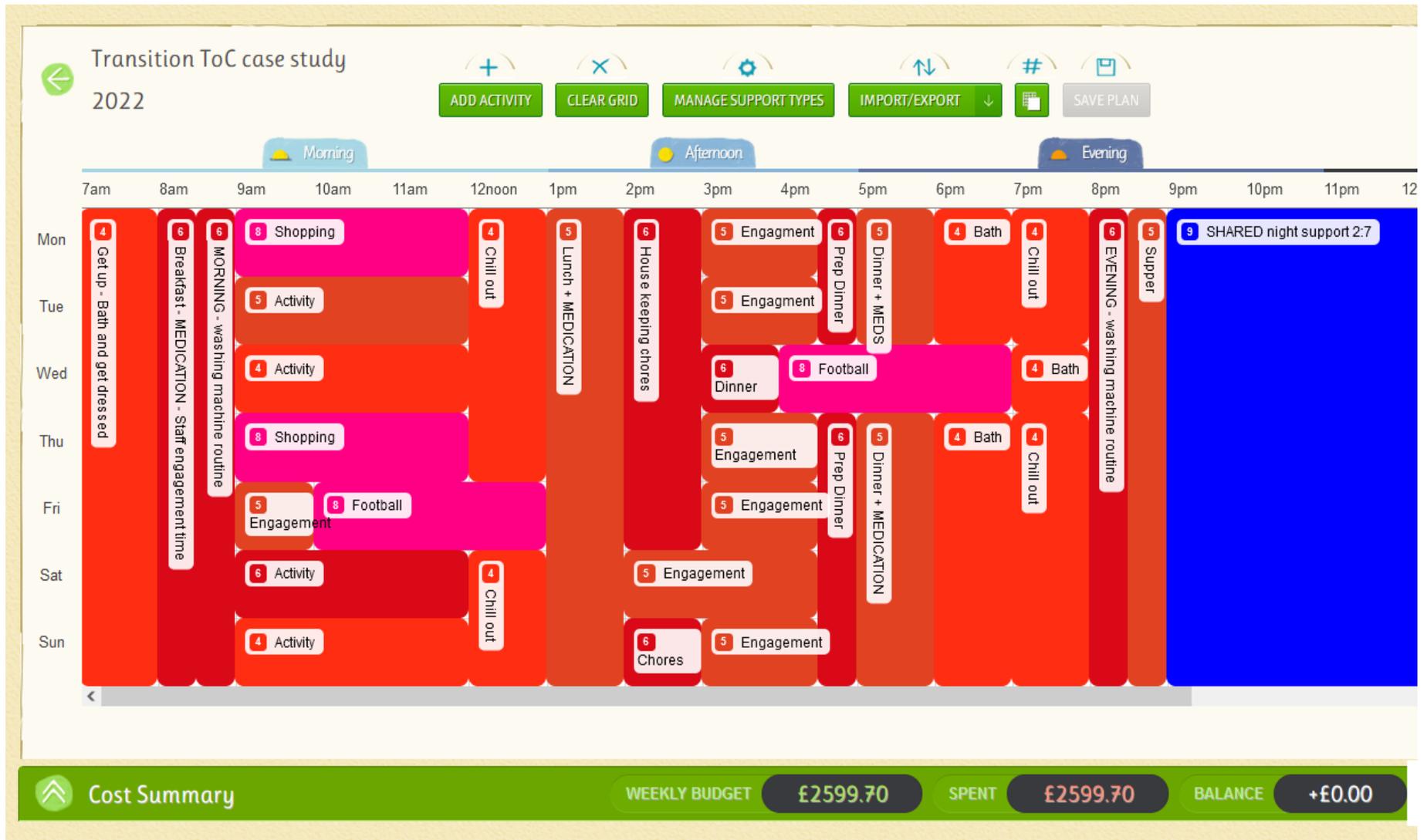
- People who draw on support, feel they are more aware of what has been commissioned for them and feel more involved in designing and reviewing their care and support package
- Social worker teams report they are having a more coproductive conversation with support providers and they are looking more creatively at the way they commission from them
- They feel their assessments, care planning, personal budget costing and reviewing is more personalised and outcomes driven

# What we achieved during our test of change

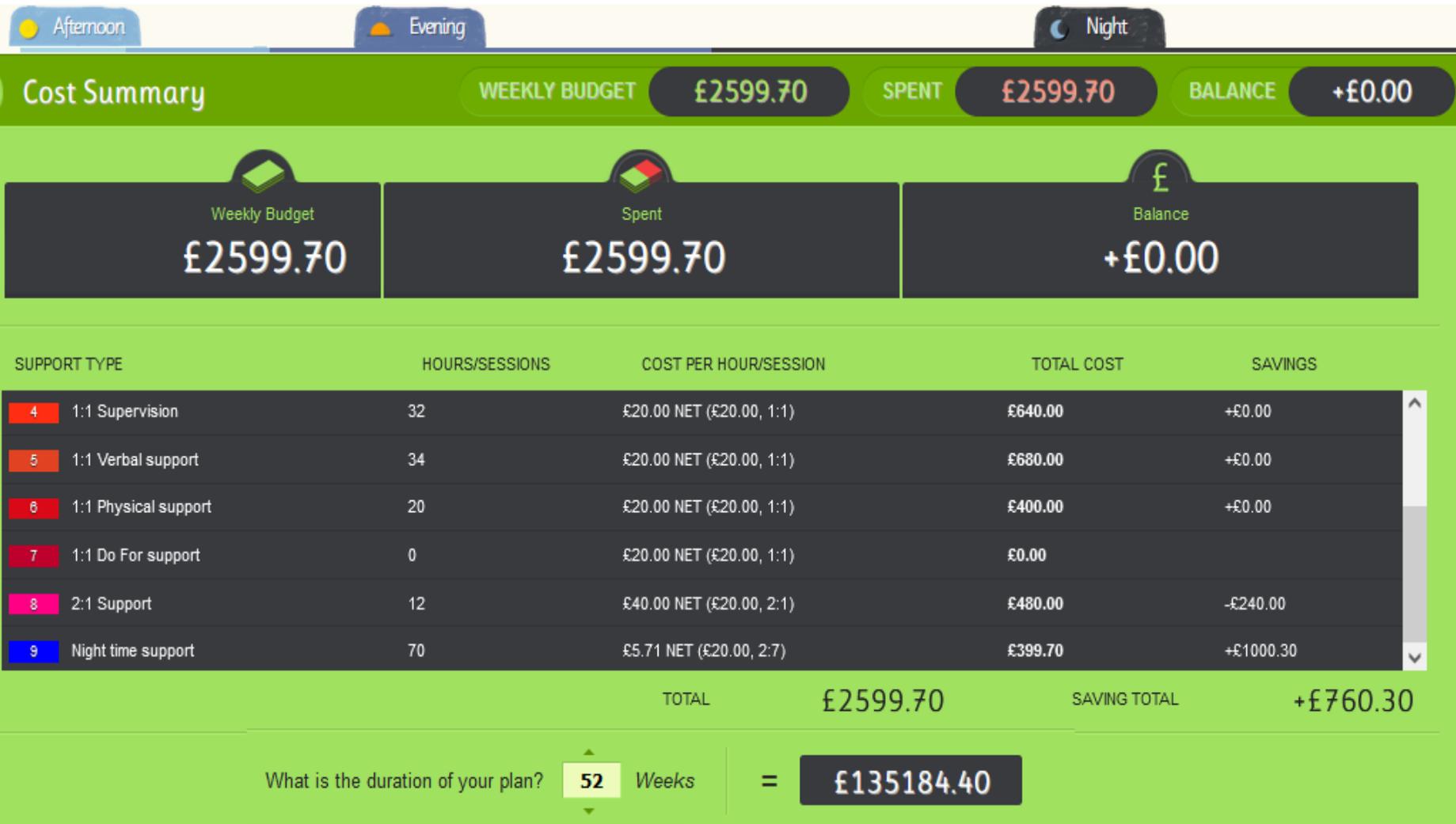


- **37 people** within Community teams across the 3 areas and an independent brokerage organisation were trained to use the 247grid in their day to day work becoming **247grid champions** within their local authority
- Teams welcomed this flexible, visual resource as a tool they can draw upon when they wanted to explore more creative support options with providers and families
- Where used with families, they reported higher awareness of how the care and support was commissioned and interest in developing it  
Where families were supported by brokerage, families found the visual representation of their support package, gave them more choice & control and confidence to look at how the budget could be used to meet outcomes
- Care managers report a positive impact when using the grid (**Sarah's case study**)

# Sarah's case study – Designing the life she wants!



# A 247grid holds all the key information you'll need



# Grids can use colour in many different ways.. (young person's/provider perspective)



- 1 Chill Out
- 2 Assistive Technology
- 3 Careline, Telecare
- 4 Activity Time
- 5 Work Education support
- 6 Chores

- 7 Morning & Evening Personal Care Routine
- 8 Shopping
- 9 Quality Time with Change Over Staff
- 10 Preparation of Meals and Medication
- 11 Football

# Lessons we learned



## Lessons Learned - What went well, what were the challenges

- The Introduction and training in 247grid was welcomed and embraced by teams
- Not making it compulsory use, ensured the resource was not seen as yet another process to add to an already time consuming care management process – 247grid was ‘a tool in their tool kit’
- Capacity issues at this time [post covid] limited opportunities to use the resource , but where it has been used, overwhelmingly positive feedback has been received.

## Our next steps

- To continue the wider introduction of the 247grid resource across wider teams within:  
Our ToC Local authorities, Health, children's services, unpaid carers services
- Harness our National network connections and continue disseminating inspiring case studies and promote the potential the 247grid costed support planning tool has in supporting the future of SDS in Scotland
- We welcome interest from local authorities, Health and Education services – Providers of care and support wishing to coproduce good lives for people they serve

# Contact us for further information and support



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