

East Renfrewshire Talking Points



Our Vision: "Working together with the people of East Renfrewshire to improve lives."

New Front Doors



Right Person



Right time



Right place

What Matters starts with a good conversation

Developing Partnerships

Some examples

- Mearns Kirk Helping Hands
- Newton Mearns Baptist Church
- Established Community Groups
- Voluntary Action
- Carers Centre
- Self Directed Support Forum
- GP practices and link workers
- Technology Enabled Care team
- East Renfrewshire Community Planning Partnership

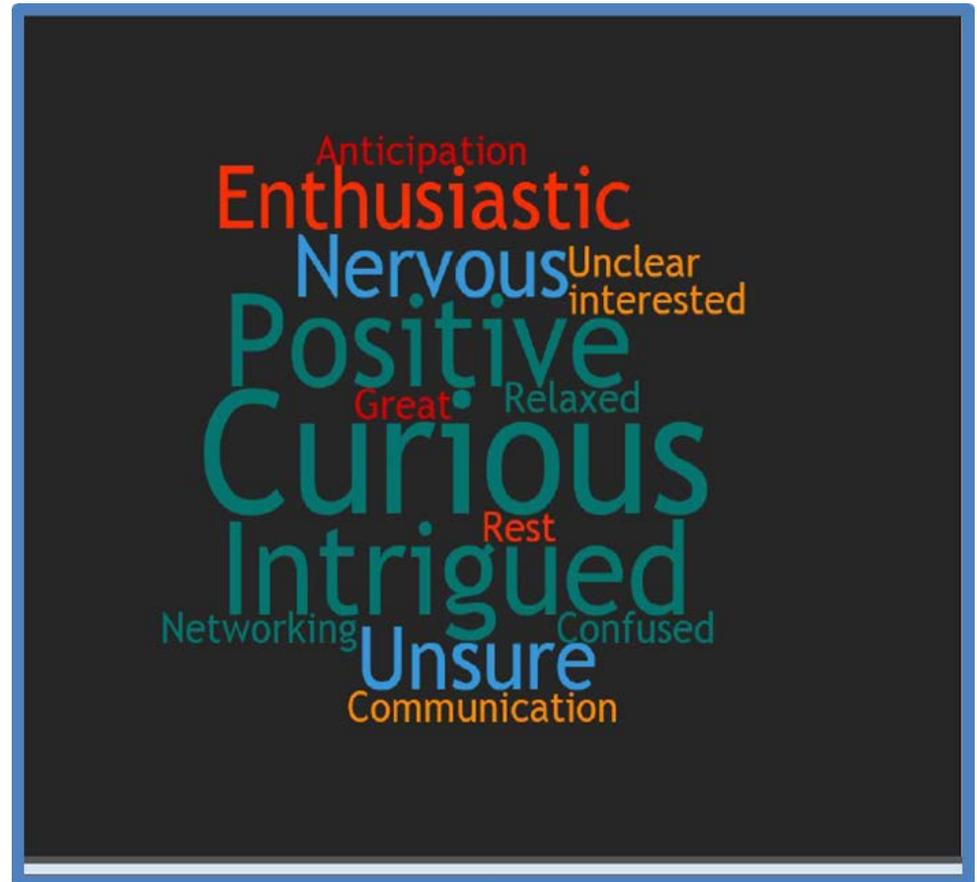


Staff Engagement

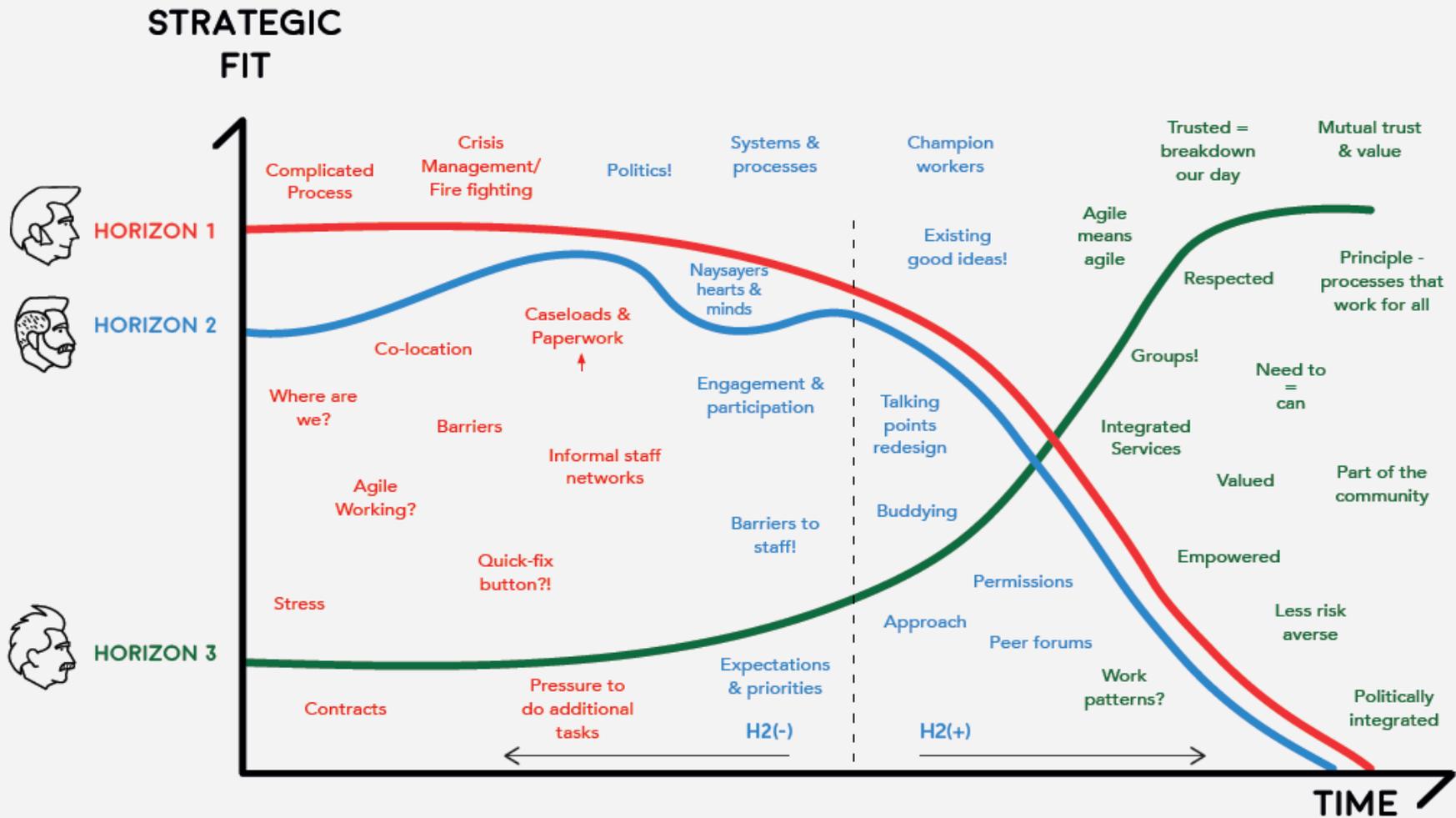
Frontline staff from across East Renfrewshire's Health and Social Care Partnership gathered in October 2017 to share information on initiatives and developments within the HSCP and wider environment. The event was for front line staff only to provide a safe space to participate in discussion.

Staff participated in a Three Horizons exercise, aimed at encouraging wider thinking on how the future might unfold with regard to the issues and developments being discussed.

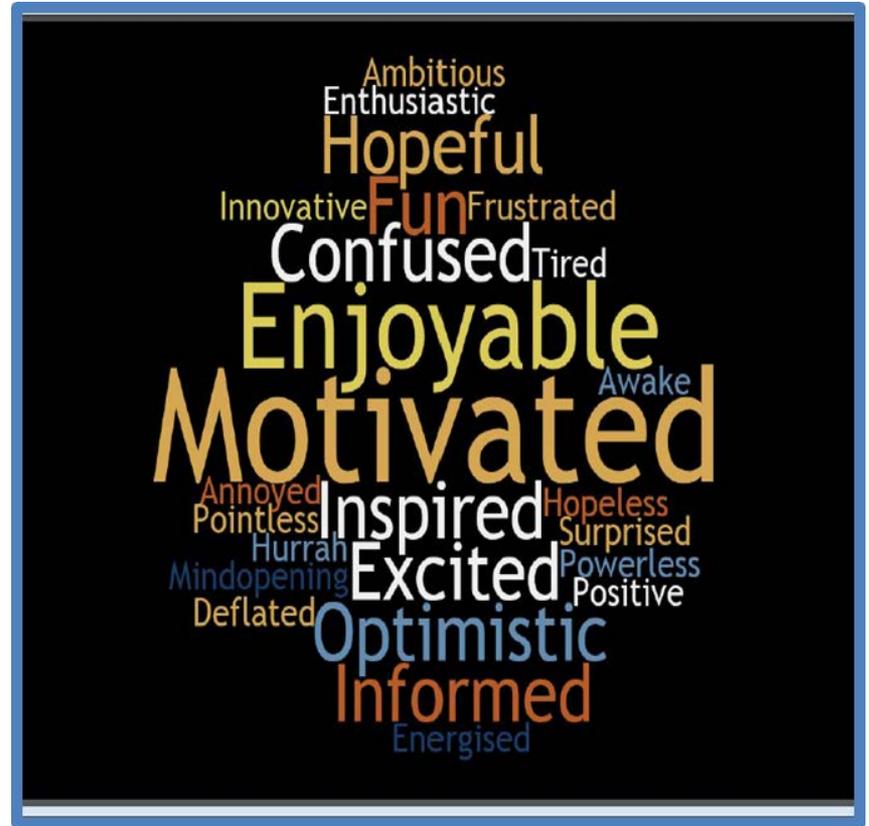
Initial thoughts from staff.....



Results.....The Three Horizons Exercise



Staff Thoughts After Engagement Event



Good Conversations

- Training has been delivered in partnership with HSCP AND Voluntary Action between April and November 2017
- 19 courses with a total of 297 people attending from a variety of organisations and teams:



- SDS Forum
- Business Support
- Libraries
- Jewish Care
- Directorate
- Carers Centre
- Community Addiction Team
- Prescribing Team
- District Nurses
- Moving & Handling
- Children's Services Staff and Management
- Learning & development
- Strategic Services
- Home Care
- Care Home Staff
- RES Teams
- Telecare
- Mental Health
- Integrated Learning Disability Team

Impact

- Between September 2 and November 2017 the total number of people waiting to be allocated across the three teams has reduced by 25%
- This has helped improve morale within teams which are dealing with other pressures



FIVE Capabilities



Prevention

- Many of the people we have seen have not required formal services despite being on waiting lists. Confidence that they can return when more support is required without long waiting time.



Digital

- Looking at booking systems to allow new front door to non HSCP departments and organisations as well as to members of the public to allow them to control when, where and how they make their first contact with us.



Community Engagement

- Rural Wisdom, Equalities and Older People Programme, Your Voice, Mearns Kirk Helping Hands to name a few. Using information from conversations to inform community activity



Data

- Paperwork is proportionate, information taken is relevant. Other agencies accepting for referrals, Talking Point form on OLM.



Modernisation

- We need to make it easier for people to access our services; new discussions about using different methods in new places.

CHANGE

CHALLENGE

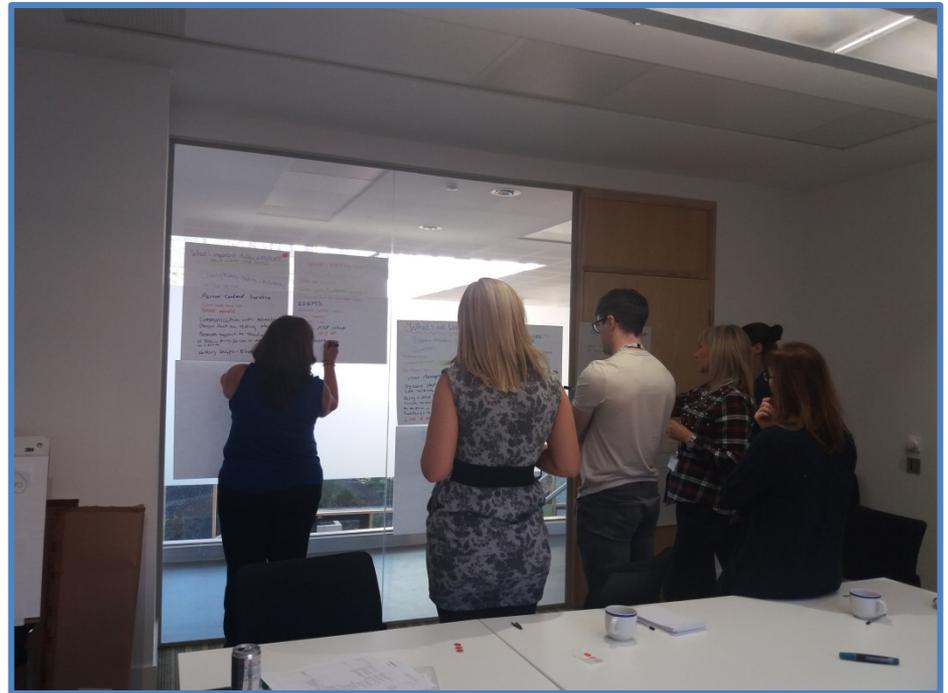
.....If we are going to rise to the challenge,
we have to be prepared to change

Single Point of Access

Planning with Business support to look at Signposting to Talking Points and Process for Single Point of Access

Business Support colleagues are keen to learn new skills which will empower them to provide a better service for our residents

Several sessions are planned to allow mutual learning to guide development of a proportionate and responsive first point of contact



The Future

- Development group starts 30 January 2018
- Changing referral pathway for SPOA
- Investment in equipment to allow us to use community locations more effectively