

AACA CASE STUDY

Identified Significant Financial Savings

Advanced Adult Care Assessments (AACA) recently secured a Tender Contract with a Local Authority in the North West to conduct comprehensive Care Act 14 Assessments, Reviews, and Care & Support Plans for adults residing in Supported Living Services.

OUTCOMES AT A GLANCE

- Identified significant financial savings
- Achieved 100% of targets
- Achieved within timescales
- Delivery of smooth service
- Achieved 100% satisfaction

LA Challenges

- Staffing Challenges
- Time Constraints
- Data Management
- Financial Oversight

Benefits

- Enhanced quality of care
- Streamlined assessment process
- Financial efficiency
- Continuous Improvement



Advanced ACA have delivered work to a very high standard for our Council delivering a project to review individuals in supported living and complete assessments and support plans to a high standard. The provider has been very responsive to the needs of commissioners and social workers and the provider(s) who we carried out the project with.

Council Commissioner



OBJECTIVES & KPIS

The objectives of the work were to maximise efficiency and quality in social care assessments undergone within a North West Local Authority. Specifically, we aimed to achieve set Key Performance Indicators (KPIs) within six months while ensuring the highest standards of quality and efficiency.

This project involved implementing managerial strategies, achieving KPIs, implementing efficiency measures, identifying efficiency savings, and identifying future opportunities for further improvement. Overall, the focus was on optimising service delivery, enhancing the well-being of individuals in supported living services, and driving excellence in social care assessments.

CONTRACT MOBILISATION

- The establishment of a dedicated management infrastructure.
- Prioritising safer recruitment policies and practices.
- Comprehensive induction processes.
- Fostering a well-prepared workforce.
- Staff skills and knowledge matching to project.

We streamlined the assessment process by conducting service-based assessments, leveraging technology for data triangulation, and identifying efficiency savings through thorough reviews of care plans and rotas. AACA capitalised on efficiency savings by optimising staffing and proposing practice enhancements.

- Exploration of pilot programmes to improve person-centred practice.
- Comprehensive induction process.

We meticulously match each ISW to the specific supported living service to encourage a holistic view of their needs. This process involves face-to-face visits.



WHAT LEADERSHIP STRATEGIES WERE EMPLOYED TO ENSURE THE SUCCESSFUL COMPLETION OF THE PROJECT?

We implemented a dedicated infrastructure, including a Management Team, Social Work Panel Manager and Finance Team, to oversee all aspects of the project. Additionally, a Safeguarding, Data Protection and Whistleblowing Lead provided robust oversight, ensuring compliance with regulatory requirements and maintaining the integrity of the assessment process.

HOW DID AACA ENSURE THE ACHIEVEMENT OF ALL KPIS OUTLINED IN THE CONTRACT?

AACA implemented several key strategies to ensure the achievement of all KPIs outlined in the contract.

- Prioritised safer recruitment practices, meticulously selecting skilled and qualified social workers capable of delivering high-quality assessments, care and support plans.
- Instituted a comprehensive induction process to provide social workers with thorough training. This induction included familiarising the team with essential tools, like the Liquid Logic system, and emphasising understanding customer requirements, KPIs, and project timescales.
- Fostered a cohesive and well-prepared workforce. Our organisation focused on skill-matching social workers to assignments, ensuring that individuals conducted assessments aligned with their expertise and capabilities.
- Delivered strength-based assessment training combined with wellbeing and reflective support mentoring.
- Social workers are deployed to conduct assessments for all individuals residing across multiple supported living properties. This holistic view comprehensively understood individual needs and potential efficiencies, contributing to more accurate and tailored assessments.
- Provided safeguarding and complaints policy to facilitate the council service directory.

Quality assurance remained paramount throughout the project lifecycle. AACA implemented rigorous quality assurance measures for every assessment, ensuring compliance with AACA Core Standards. This commitment to quality helped maintain the integrity and reliability of assessments and support plans, meeting the highest standards of accuracy and professionalism.

Through these meticulous planning and execution processes, AACA demonstrated its unwavering commitment to excellence in service delivery. Ultimately, the organisation achieved all KPIs outlined in the contract, with 54 percent of assessments rated as Good and 46 percent receiving an Outstanding rating.

WHAT SPECIFIC EFFICIENCY MEASURES WERE IMPLEMENTED TO STREAMLINE THE ASSESSMENT PROCESS?

To streamline the assessment process, we implemented various targeted strategies to optimise efficiency and accuracy. Firstly, we conducted person-centred assessments, assessing all individuals within the properties to understand their needs comprehensively. This approach allowed us to identify core and one-to-one (1-1) or, where appropriate, two-to-one (2-1) support hour requirements more effectively, minimising duplication of efforts and resources.

Moreover, all assessments were undertaken face-to-face, with the active involvement of individuals, carers, managers, and family members as standard practice. This measure ensured that assessments were thorough and inclusive, capturing diverse perspectives.

Furthermore, we leveraged technology and data triangulation techniques to enhance the assessment process. Information on support hours was obtained from multiple sources, including the service provider, statutory care plans, and recent rota schedules, allowing for a comprehensive assessment of individual needs. Additionally, checks were conducted on statutory care plans to cross-reference funding sources, such as S117, CHC, and Day Centre funding, to identify potential discrepancies and optimise resource allocation.

Identifying opportunities for efficiency gains, we highlighted potential overpayment and double funding areas, such as missed invoicing for S117, funding and overpayments for long-term non-attendance at day centres. Provider over-delivery was also scrutinised by reviewing statutory care plans and rota checks, enabling us to optimise resource utilisation and reduce financial inefficiencies.



HOW DID AACA IDENTIFY AND CAPITALISE ON EFFICIENCY SAVINGS?

By conducting thorough reviews of care plans and rotas, uncovering cost savings and practice improvement opportunities. By optimising staffing, identifying financial oversights, and proposing practice enhancements for service providers, AACA generated significant efficiency savings for the council whilst enhancing service quality.

WHAT FUTURE OPPORTUNITIES WERE IDENTIFIED FOR FURTHER EFFICIENCY AND IMPROVEMENT?

Looking ahead, AACA identified several avenues for continued improvement, including enhancing provider practices, exploring creative solutions such as pilot programs for activities and reviewing management structures to streamline operations and maximise efficiency.

HOW DOES AACA'S APPROACH TO SOCIAL CARE ASSESSMENTS DRIVE EXCELLENCE AND SUPPORT THE WELL-BEING OF INDIVIDUALS IN SUPPORTED LIVING SERVICES?

Through strategic planning, meticulous assessment processes, and ongoing partnership with stakeholders, AACA remains committed to driving excellence in social care assessments. By prioritising quality assurance, social value, and continuous improvement, AACA ensures that individuals receive personalised, high-quality care tailored to their needs, ultimately supporting their well-being and independence.

KEY WINS



SIGNIFICANT FINANCIAL SAVINGS



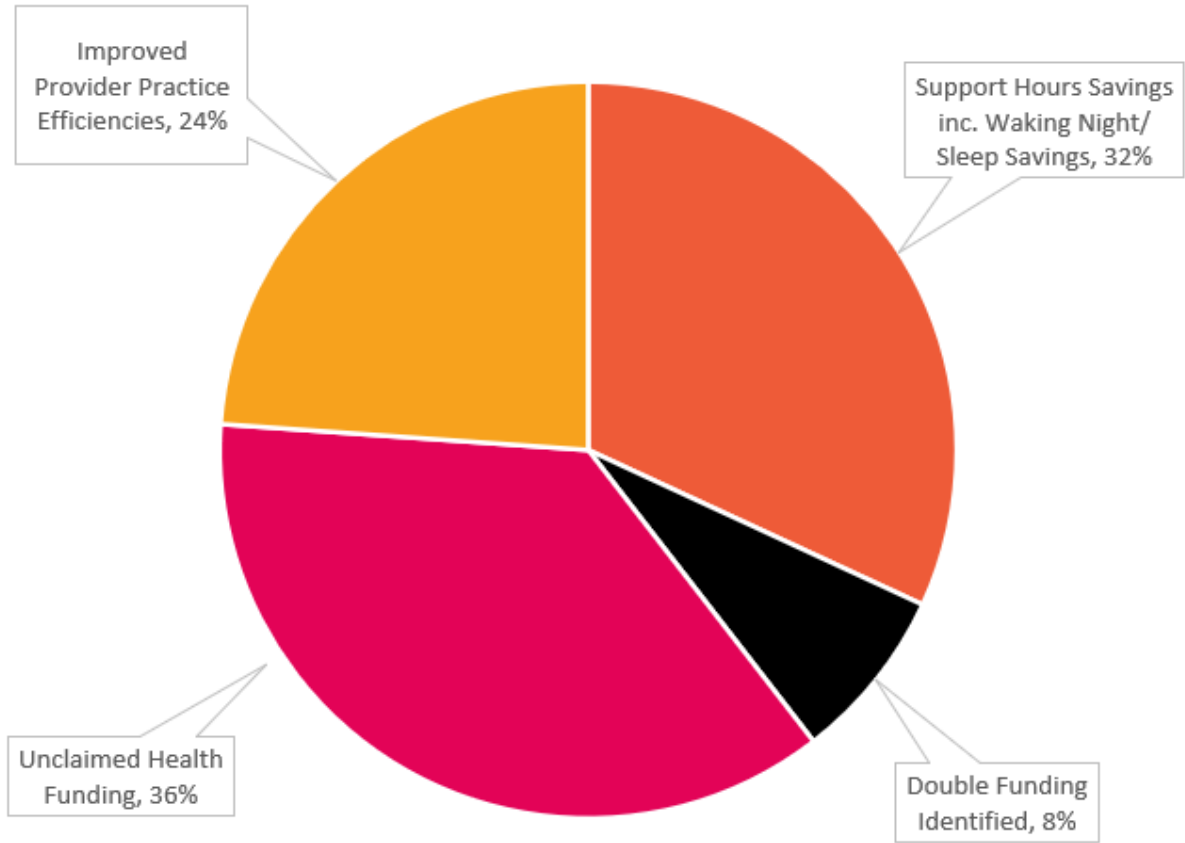
SUCCESSFUL ACHIEVEMENT OF ALL KEY PERFORMANCE INDICATORS (KPIs) WITHIN THE SPECIFIED TIMEFRAME, WITH ASSESSMENTS RATED AS GOOD OR OUTSTANDING



IMPLEMENTATION OF EFFICIENCY MEASURES OF WHOLE SERVICE SUCH AS ASSESSMENTS AND DATA TRIANGULATION TECHNIQUES, RESULTING IN SIGNIFICANT EFFICIENCY SAVINGS



IDENTIFICATION OF FUTURE OPPORTUNITIES FOR FURTHER IMPROVEMENT



- Support Hours Savings inc. Waking Night/ Sleep Savings
- Double Funding Identified
- Unclaimed Health Funding
- Improved Provider Practice Efficiencies

Here is why you should **CHOOSE US**



Our demonstrated commitment to excellence, efficiency, and quality in social care assessments ensures personalised, high-quality care tailored to individual needs and consistently exceeds key performance indicators (KPIs).

