



High Impact Changes for Health and Social Care

A Discussion Paper

Issue 1

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Document Purpose Consultation/Discussion	
ROCR Ref:	Gateway Ref: 8124
Title	High Impact Changes for Health & Social Care: A Discussion Paper
Author	Care Services Improvement Partnership
Publication Date	17 Apr 2007
Target Audience	PCT CEs, NHS Trust CEs, SHA CEs, Care Trust CEs, NHS Trust Board Chairs, Directors of HR, Directors of Finance, Allied Health Professionals, Ds of Social Services, Local Authority CEs, Voluntary Organisations
Circulation List	
Description	The Care Services Improvement Partnership (CSIP) is developing a set of High Impact Changes that will transform services in Health and Social Care. This document intends to support CSIP in developing the High Impact Changes, by detailing our project and requesting evidence from organisations and individuals involved in providing or commissioning services.
Cross Ref	n/a
Superseded Docs	n/a
Action Required	Inform us about initiatives or changes that have been made to achieve one or more of the 7 outcomes of adult social care, which could be a potential 'High Impact Change' (via submitting an evidence template)
Timing	By 31 Aug 2007
Contact Details	Ruth Kent, Project Manager Care Services Improvement Partnership 655 The Crescent, Colchester Business Park Colchester CO4 9YQ 01206 287544 www.csip.org.uk/highimpactchangesforhealthandsocialcare
For Recipient's Use	

Purpose of this document

The Care Services Improvement Partnership (CSIP) is seeking to identify and develop a set of High Impact Changes that will transform services in Health and Social Care.

This document is intended to support CSIP in identifying and developing the High Impact Changes, by detailing the work of our project and requesting evidence from organisations and individuals involved in providing or commissioning services.

This document outlines the project and the timetable. It requests evidence and data to help identify the changes and includes an evidence template for information to be submitted on. It also includes key contacts should people require more information on the project.

Outline of our project

1. The Care Services Improvement Partnership (CSIP) is seeking to identify and develop a set of High Impact Changes that will transform services in Health and Social Care.
2. We are developing a set of changes that have the biggest positive impact in health and social care on achieving the 7 outcomes of adult social care (improved health and emotional well-being, improved quality of life, making a positive contribution, choice and control, freedom from discrimination, economic well-being and personal dignity).
3. The changes will provide a framework for service improvement and will support the implementation of the White Paper "Our health, our care, our say".
4. The changes will also support the Department of Health Social Care Directorate objectives to:
 - Develop a future strategy for social care to deliver modernised services, to an aging population
 - Develop policies that provides individuals greater control, choice and personalisation of services
 - Drive continuous improvement in the quality of services whilst ensuring value for money through the fair and effective use of social care resources, and to
 - Promote the commissioning, development and provision of services, to allow people to live independently in the community where they choose to do so.
5. In the past, the NHS Modernisation Agency developed the '10 High Impact Changes for Service Improvement and Delivery: A Guide for NHS Leaders' (2004). This is actively being used by local health services and systems. The document identified areas of service improvement that have the biggest impact on clinical outcomes, service delivery, staff and their organisations, and can achieve maximum benefits for service users and carers. CSIP then went on to develop '10 High Impact Changes for Mental Health Services' in June 2006. CSIP would now like to develop a set of high impact changes for health and social care in order to capitalise on what has been a successful model and to enable health and social care to benefit from this method of improvement.
6. The project is supported by David Behan, Director General Social Care, and Julia Ross, Programme Lead for Social Care at the Department of Health. It is led by Mary Robertson, Social Care Change Agent in the South East on behalf of CSIP.
7. Between April and September 2007 we will be collecting evidence from people involved in health and social care on initiatives or changes that they have made to achieve one or more of the 7 outcomes of adult social care.
8. We have asked CSIP Regional Development Centre colleagues, whom are part of our project group (listed on pages 9-10 in this paper) to offer advice and support to people within their region regarding the work of our project and the submission of evidence.

9. We have designed an evidence template for information to be submitted on, ensuring a consistent approach to the collection.
10. From September 2007, each of the initiatives or change examples will be considered, reviewed and validated by the project group to determine which ones had the biggest positive impact, whilst ensuring that each change is capable of being applied across the country and is not specific to a particular locality. This will be undertaken alongside a separately commissioned scoping review.
11. We then plan on launching the 'High Impact Changes for Health and Social Care' in January 2008.

Collecting evidence

We invite everyone involved in health and social care to tell us about initiatives or changes that they have made to achieve one or more of the 7 outcomes of adult social care, which could be a potential 'High Impact Change'.

To support the development of an agreed evidence case, a template has been devised for evidence submission (pages 7-8 in this document). All parts of the template will need to be completed for consideration as a potential 'High Impact Change'.

Copies of the template can be downloaded from the High Impact Changes for Health and Social Care project webpage on the CSIP website:

www.csip.org.uk/highimpactchangesforhealthandsocialcare

Completed copies of the templates should be sent to:

Ruth Kent, Project Manager, CSIP
ruth.kent@nemhpt.nhs.uk

The deadline for submitting evidence is 5pm on 31 August 2007. Information received after this date will not be considered.

Please note that this data collection has been developed in consultation with The Information Centre for Health and Social Care who consider the data collection to be useful and reasonable.



High Impact Changes for Health & Social Care

Evidence Template

Name:	
Title:	
Address:	
Email:	
Telephone:	
Initiative and provider organisation:	
Partner organisation(s):	

What were you hoping to change or improve?

What were the aims of the change? Was there an intention to target any specific groups?

What did you do?

What is it like now?

If any, which White Paper outcome(s) did you focus on?

Please tick box or boxes as appropriate. If more than one please tick all that relate to this case-study:

Improved health and emotional well-being	Improved quality of life	Making a positive contribution	Choice and control	Freedom from discrimination	Economic well-being	Personal dignity.

What were the benefits?

Please ensure benefits are listed, supported by both quantitative and qualitative data.

Benefits on people	Benefits on partnerships
Benefits on organisation	Benefits on systems/processes

What is the timescale of this change?

Is this change sustainable and how will it be sustained?

What are the resource implications of this change?

Has this change been verified internally?

e.g. clinical governance processes, internal audit, service user groups or externally i.e. Healthcare Commission, CSCI, Audit Commission, Partner organisations, Commissioners?

Please give details

Completed templates should be sent to ruth.kent@nemhpt.nhs.uk by 5pm on 31 August 07

National and regional contacts

If you have queries or would like more information about this project please contact any of our contacts below or visit our web page:

www.csip.org.uk/highimpactchangesforhealthandsocialcare

National contacts

Project Lead & Social Care Change Agent, CSIP South East Development Centre

Mary Robertson Tel: 07917 599469
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Project Manager, Care Services Improvement Partnership

Ruth Kent Tel: 01206 287544
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Regional contacts

North East, Yorkshire & Humber Development Centre

Senior Service Improvement Lead

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Programme Integration Lead (Primary Care, IAPT and Choice)

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North West Development Centre

Service Improvement Lead

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East Midlands Development Centre

Service Improvement Lead

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West Midlands Development Centre

Regional Change Agent, Adult Social Care

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South East Development Centre

Regional Change Agent, Adult Social Care

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London Development Centre

Regional Change Agent, Adult Social Care

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Programme Director for Service Improvement

Fionuala Bonnar

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Timetable for action

17 April 07	Project launch event. Health and social care colleagues contribute their ideas and examples on what can have the biggest impact on achieving one of the 7 outcomes for adult social care.
17 April 07	Launch of discussion document to health and social care field, outlining the project and requesting for evidence and data of changes that people have made that have had a positive impact. This evidence will be collated and used to identify the High Impact Changes.
By beginning of May 07	Project group reviews the outputs of the launch event - collate ideas and examples of what can have the biggest impact on achieving the 7 outcomes of adult social care.
17 April – 31 August 07	Service Improvement Leads, Regional Change Agents and other colleagues within CSIP Regional Development Centres liaise with local health and social care organisations regarding change projects and identify projects for potential inclusion in the evidence base for the High Impact Changes in Health and Social Care.
April – Mid August 07	Scoping study undertaken.
31 August 07	Deadline for submitting evidence.
September 07	Project group reviews potential change projects submitted, and scoping study, identifying common areas and developing the High Impact Changes for Health and Social Care.
End of October 07	Draft of the final document produced.
End of January 08	High Impact Changes for Health and Social Care launched.

Acknowledgements

We wish to acknowledge all of our project group members who have informed the development of this work to date.

Name	Title	Organisation
Chris Rowland	Programme Manager - Social Inclusion	CSIP Eastern
Clive Stevenson	Service Improvement Lead	London Development Centre
Dave Belshaw	Service Improvement Team Leader	CSIP North East, Yorks & Humber
Debbie Bell	Regional Change Agent, Adult Social Care	London Development Centre
Diane Bardsley	Participation Lead	CSIP South West
Eddie Godfrey	Independent Consultant	
Fionuala Bonnar	Programme Director for Service Improvement	London Development Centre
Joe Mairura	Service Improvement Lead	CSIP East Midlands
Julie Clark	Service Improvement Lead	CSIP North West
Karen Lynch	Programme Integration Lead (Primary Care, IAPT and Choice)	CSIP North East, Yorks & Humber
Katherine Foreman	Director of System Reform	CSIP South East
Liz Felton	Chief Executive	Together
Mark Norman	Service Improvement Specialist	CSIP South West
Martin Fisher	Knowledge Management Manager	CSIP West Midlands
Mary Robertson	Project Lead & Regional Change Agent	CSIP South East
Mona Sehgal	National Advisor, Adult Social Care	Improvement and Development Agency (IDeA)
Nye Harries	Regional Change Agent - Older People's Services	CSIP South West
Ruth Kent	Project Manager	Care Services Improvement Partnership (CSIP)
Ryan Sampson	Head of Research and Development	Age Concern
Sue Forber	Independent Consultant	Dorset Mental Health Forum
Wayne Eckersley	National Choice Programme Manager	National Choice & Access Team, CSIP