

# Care Services Efficiency Delivery

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**Transforming Services: sustaining the momentum  
in England**

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# HEMOCARE RE-ABLEMENT: Objectives of this Presentation



To provide an overview of key steps to sustainability as applied within England:

- Investment in management of change
- Building stakeholder support
- Sustaining the momentum and change
- Questions

# HEMOCARE RE-ABLEMENT: Investment in management of change



## National

- CSED to provide national platform and subject matter focus
- CSED involvement to develop generic skills
- Promote joint work with other efficiency and change 'programmes'  
e.g. Regional Centres of Excellence, Care Services Improvement Partnerships, etc.

## Local

- Champion
- Dedicated and skilled project manager
- Project board
- Clear statement of vision
- Develop 'as is' and 'to be' models, prioritisation
- Consider capacity for change

# HOME CARE RE-ABLEMENT: Building stakeholder support



- Identify stakeholders and develop engagement plan: and work with them at national (CSED), regional (CSED) and local (CSSR)
- Elected officers: need for 'value for money' reviews
- Managers (social care and others in CSSR):
  - Develop vision and plans with key stakeholders
  - Evidence
  - Governance: representative
- Staff: define competencies required and training
- User and carer groups
- Health (acute, primary, ambulance, etc.)

# HOMECARE RE-ABLEMENT: Sustaining the momentum and change



## National

- Raise national profile
- Support areas of development, promote and distribute

## Local

- Work on shift in mindset
- Define service outcomes required
- Clear targets and plans
- Regular project management
- Build capacity within internal and external providers
- Reinforce principles with stakeholders because they change
- Define regular and timely operational and financial reporting early
- Share with other providers - benchmark
- Staff training and development

# HEMOCARE RE-ABLEMENT: Contact with CSED



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