

# West Sussex County Council Extra Care

The role of the Extra Care Co-Ordinator

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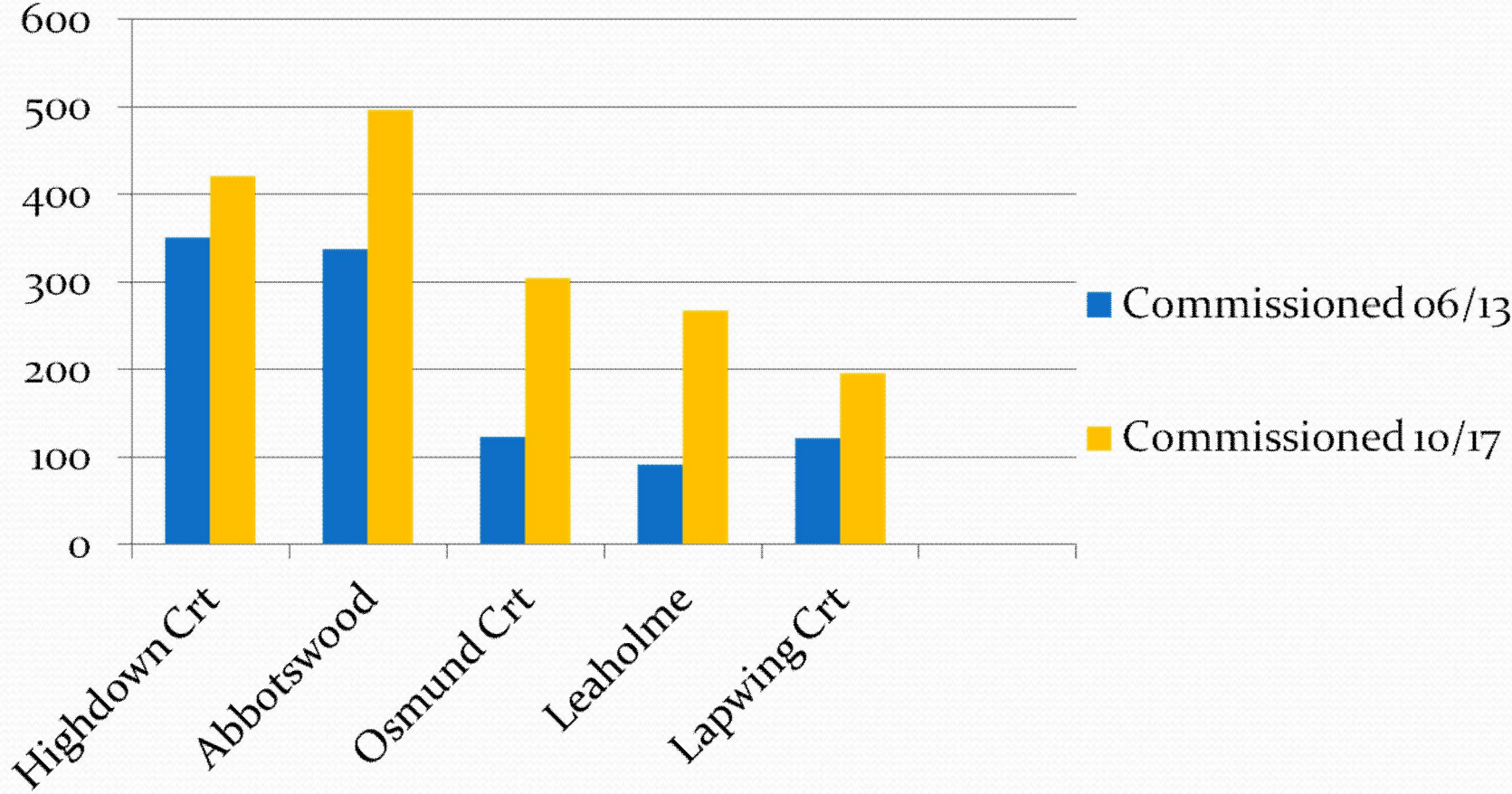
# 2013 – Issues Stakeholders Raised

- Long void turn arounds
- Understanding Adult Services eligibility and processes were not straight forward
- Often felt customers were “dumped” on the providers
- Complex needs could not be met fully
- Lack of trust between stakeholders
- Low Care Hours

# Nominations Process

- Agreed seamless process for all stakeholders
- No Panels
- Referrals to ECH are now care led
- On going promotion within AS to promote service, encourage referrals and increase demand.

# Care Hours Commissioned



# Operational Support

- Point of contact for all Stakeholders
- Detailed knowledge of each service and the customers
- Able to monitor service delivery and challenge practice
- Responding to immediate issues – Crisis intervention
- Operational development

# Contract and Commissioning Support

- Direct link to Operational Teams
- Validate provider self reported data
- Collation of relevant data
- Able to influence from ground level on development & Commissioning of existing and new services

# Optimising the Value

- Alternative to Residential / Nursing Care
- Night Service
- Wellbeing Hours
- Budget Savings

# Stakeholder Feedback (1)

- “Carrie is our link to WSCC and communication is easy and concerns resolved quickly. Carrie also knows a lot about the residents and the issues at the scheme”

*Care Provider*



## Stakeholder feedback (2)

- “from our experience of other LAs the role of Extra Care Coordinator seems a vital one. The response time is excellent which resolves concerns sooner which in turn is beneficial to customers. I personally feel it works well and leaves providers feeling supported and not overwhelmed by having to deal with too many people”

*Care Provider*

# Stakeholder feedback (3)

- “The coordinator gives a joined up approach linking social care to housing and they have an understanding from both sides. We have seen a reduction in void turn around times when the coordinator was put in place”

*Landlord*

# West Sussex Extra Care

- What next?