



Jumping barriers, riding challenges... Getting the transition to adult social care right

Transitioning from children to adult's social care.

Today's Chair:



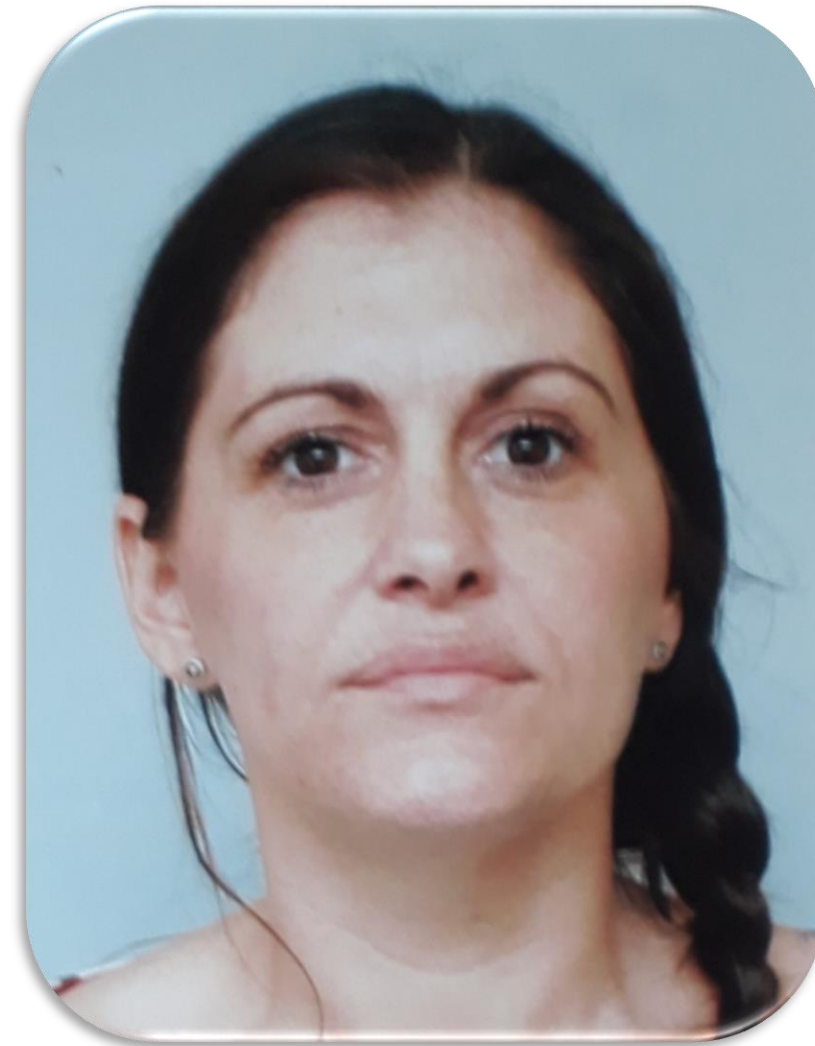
**Richard Mears**  
Regional Managing Director - North

## Today's Panel:



**Avi Derei**

Mental Health  
Commissioning  
Sheffield City Council



**Claire Blake**

Operations Director  
South Yorkshire



**Paul Sellers**

Business Development  
Manager



**Russ Clarke**

Head of Property

## Today's Panel:



Rebecca Hallam Barr  
Senior Behaviour  
Support Practitioner



Nicole Stephenson  
Regional Behavioural  
Support Manager

## Housekeeping Rules:

- The chat is open! Please introduce yourselves

- Please turn microphones off

- We are recording today's webinar. This will be available and shared after the webinar with the information pack



Before we begin...

Questions, questions, questions...

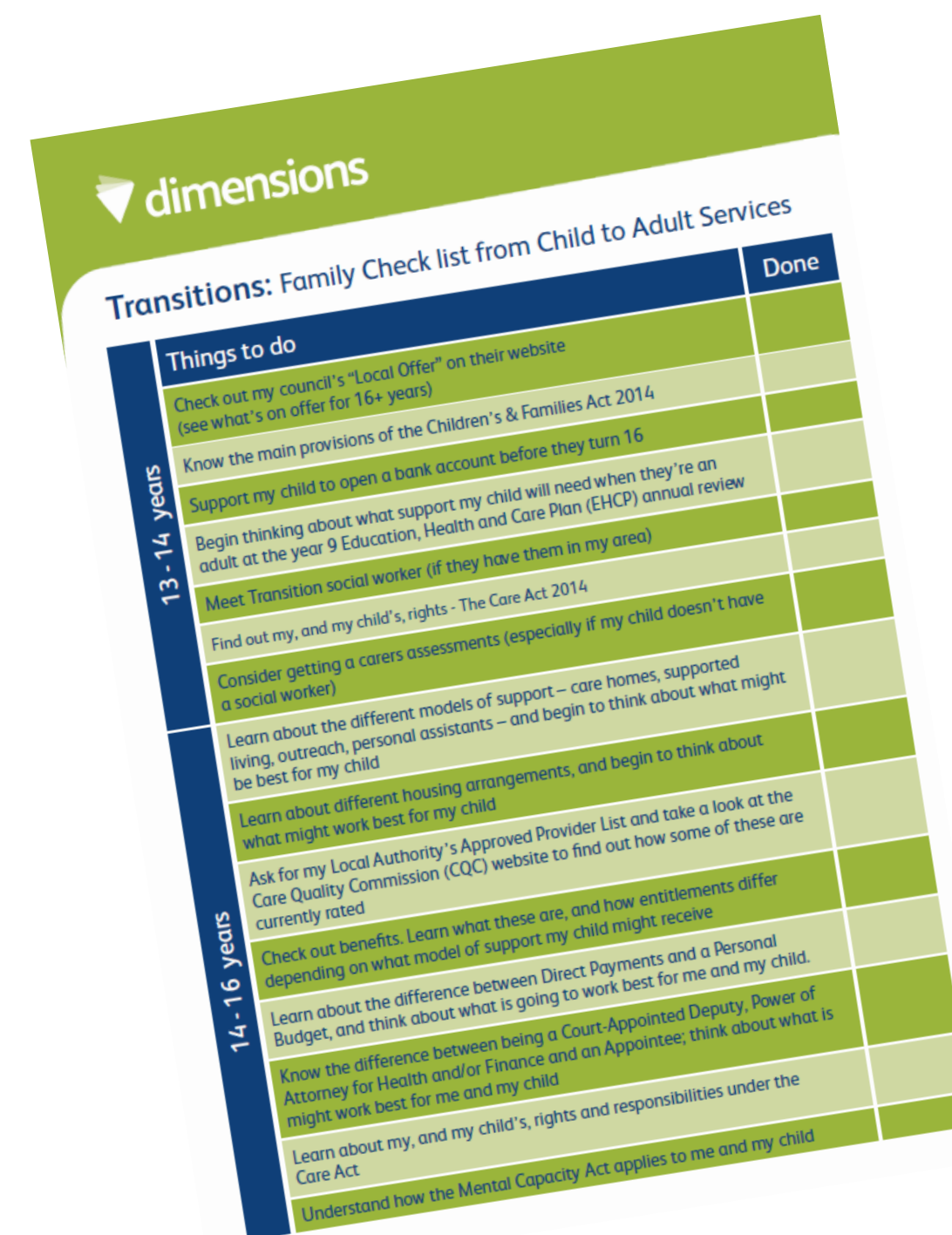
Please use the Q&A function within Zoom to pose your questions to our panel today.



Who are we? Why are we here? What is today about?



- A pioneer in Personalisation
- Driven by our values
- Building great partnerships
- Better lives for more people



Transitions: Family Check list from Child to Adult Services

|  | Things to do  | Done |
|--|---|------|
| 13 - 14 years  | Check out my council's "Local Offer" on their website (see what's on offer for 16+ years)   |      |
|  | Know the main provisions of the Children's & Families Act 2014  |      |
|  | Support my child to open a bank account before they turn 16   |      |
|  | Begin thinking about what support my child will need when they're an adult at the year 9 Education, Health and Care Plan (EHCP) annual review                                     |      |
|  | Meet Transition social worker (if they have them in my area)  |      |
| 14 - 16 years  | Find out my, and my child's, rights - The Care Act 2014   |      |
|  | Consider getting a carers assessments (especially if my child doesn't have a social worker)   |      |
|  | Learn about the different models of support - care homes, supported living, outreach, personal assistants - and begin to think about what might be best for my child              |      |
|  | Learn about different housing arrangements, and begin to think about what might work best for my child  |      |
|  | Ask for my Local Authority's Approved Provider List and take a look at the Care Quality Commission (CQC) website to find out how some of these are currently rated                |      |
|  | Check out benefits. Learn what these are, and how entitlements differ depending on what model of support my child might receive   |      |
|  | Learn about the difference between Direct Payments and a Personal Budget, and think about what is going to work best for me and my child.   |      |
|  | Know the difference between being a Court-Appointed Deputy, Power of Attorney for Health and/or Finance and an Appointee; think about what is might work best for me and my child |      |
| Learn about my, and my child's, rights and responsibilities under the Care Act |   |      |
| Understand how the Mental Capacity Act applies to me and my child              |   |      |



## Agenda:

- What is High Greave? – Richard Mears
- Andrew's Story – Claire Blake
- Building Great Partnerships – Paul Sellers
- Housing – Russell Clarke
- Social Work and Care Planning – Avi Derei
- The Family Perspective – Claire Blake
- Planning and Preparation - Rebecca Hallam Barr & Nicole Stephenson
- Q&A – All Panel Members







# High Greave

What is High Greave?



# What is High Greave?

## The History

Moving with the times





# Introducing Andrew

The first journey we shall be  
following today



Andrew transitioned from his family home to High Greave in September 2023

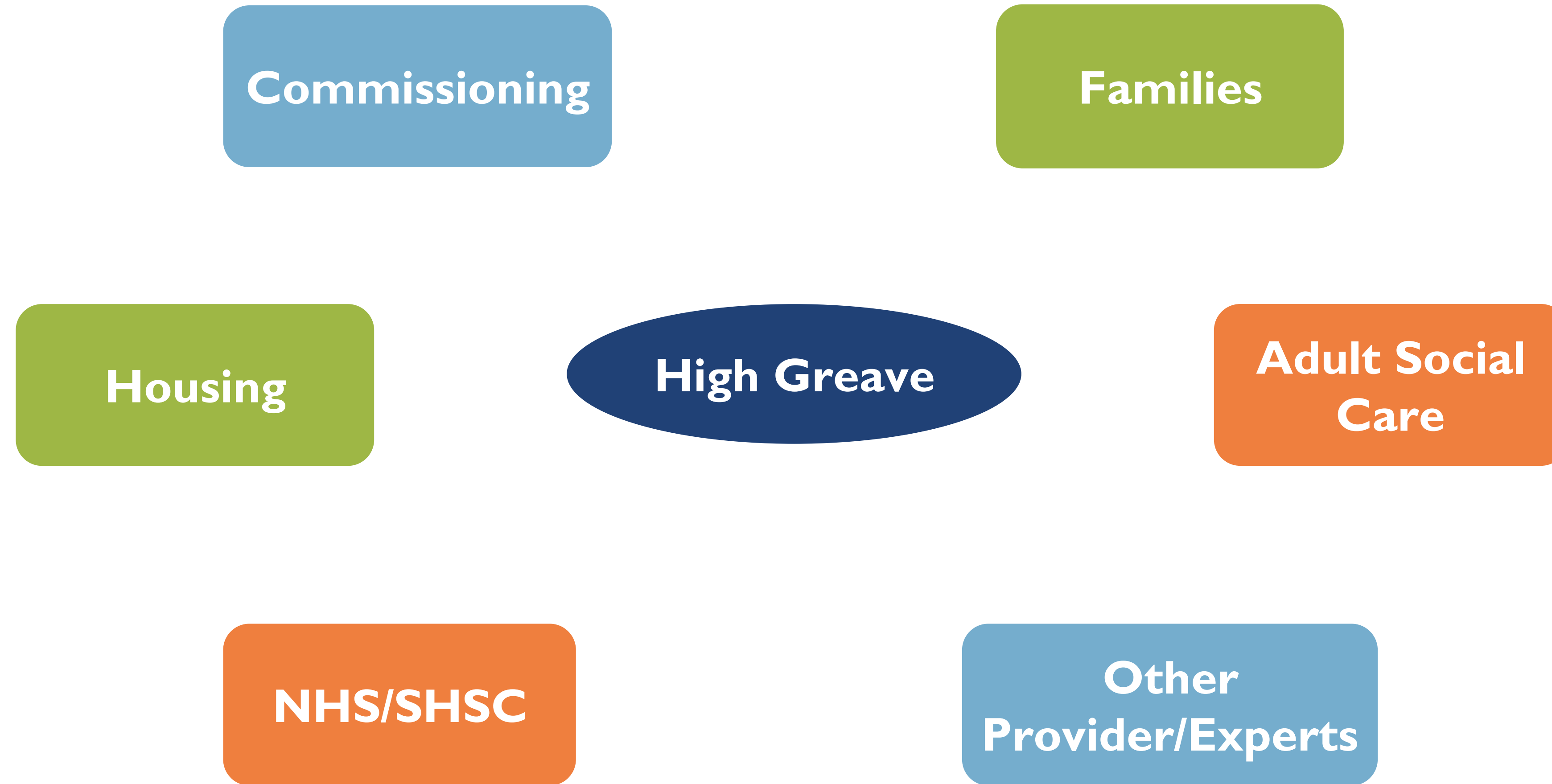




# Partnerships

The importance of great partnerships in transitions





## Housing

- Having our own Housing Team and their experience
  - Our knowledge and history of High Greave
  - Key support e.g. NHS England and PID
  - HB teams in Sheffield and rent setting
- Lessons learned about who to have in the project and at what time – e.g. gardens, baths, gates and TV aerials
  - Knock on effects e.g. IT, Telecare, utilities



## Families

- Initial engagement – schools, council forums, Teams calls
  - Lack of engagement – not a ‘known’ provider
- Commissioners, social workers, family via assessment
  - Local knowledge and experience
- Building trust through action with families





## Other providers/experts

- Yorkshire and Humber Enhanced Framework
  - Excellent partnership working
- Previous good practice – Mayham Lane
  - Housing and support
- Sharing good practice to influence a wider audience



## NHS/SHSC

- NHS Housing team – vision and support
- SHSC history and relationships not as developed
  - LB initial referral and lessons learned
  - Not a joined-up funding model/framework
- High Greave's place in Transforming Care and the NHS



## Adult Social Care

- Excellent relationship for over 40 years
- More referrals would always be better
- Tinkering in ASC can make it hard to find the right resources
  - A blend of luck, skill, belief and perseverance!
    - Five people now on site
- Transitions lead from social care team to help agree ongoing pathway for new referrals



## Commissioning

- A long-term working relationship
- Avi Derei – a ‘one man wonder’
- Bringing together different elements
  - Costings
- Learning ad-hoc and working together
  - A new pathway for transitions





# Housing

Finding the right home for young adults, and the challenges that poses



# High Greave Design



and people can lay it out in whatever  
sort of option they prefer.

# The History – An Outdated Unused Communal Site



Aerial view of existing site

- Develop five one-bedroom flats for young people in transition including those currently in out-of-city residential colleges
- A preventative solution to avoid people leaving Sheffield or entering hospital settings
- A design that is sympathetic to the needs of young people with complex autism
- A development that includes flexible communal internal and external space
- Jointly funded by Dimensions and NHS England





# The Vision





Open plan environment complimenting independent living and learning. Robust but homely.

# Building the Right Support

- Kitchens and bathrooms that are functional and easy to operate.
- All modern appliances for day to day living
- Collaboration – designed in conjunction with the council, our team and the NHS
- Building the right team, with a project focus from the outset based on the designed model of service required.
- We looked at other schemes (ours and other providers) to take the best designs and the learning already done by us and others.

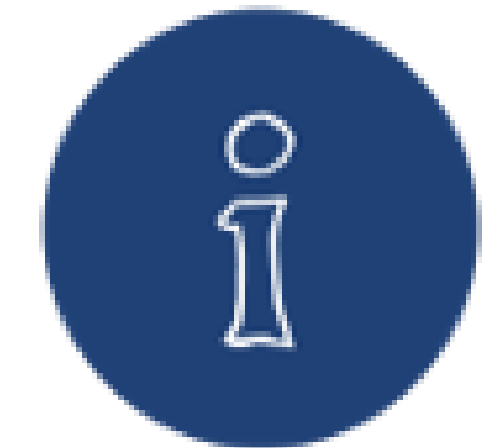


- Welcoming spaces internally and externally
- Technology built for now and the future
- Solar panel technology to reduce bills
- A design that gives independence but also promotes communal living
- Communal areas for skills and activities



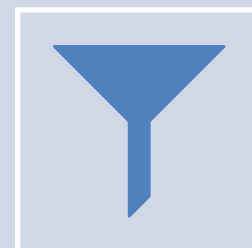
## Genuine partnerships were key to success

The *right* people in the *right* meetings

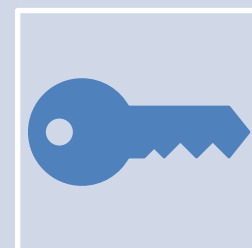


### Before and during the building process

- High Greave is a new service on an existing site; it has changed beyond recognition from the previous building and service.
- Having someone (Avi) from the commissioning team on board early on made a big difference to our already established links with key departments in the local authority.
- All colleagues across Dimensions teams and departments were included. This allowed us to make decisions more quickly so that people understood what we needed to achieve.



Common understanding, internally and externally – making sure we are all on the same page.



Understanding what tenants wanted was key.



Rent setting – Getting it right from the start!



Transitions – Partnership in design and delivery.

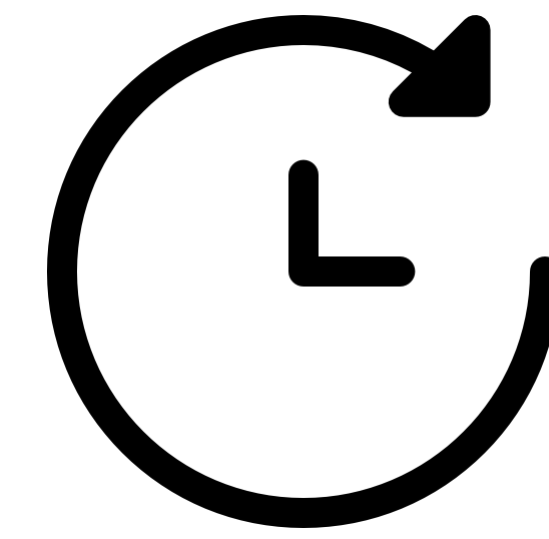
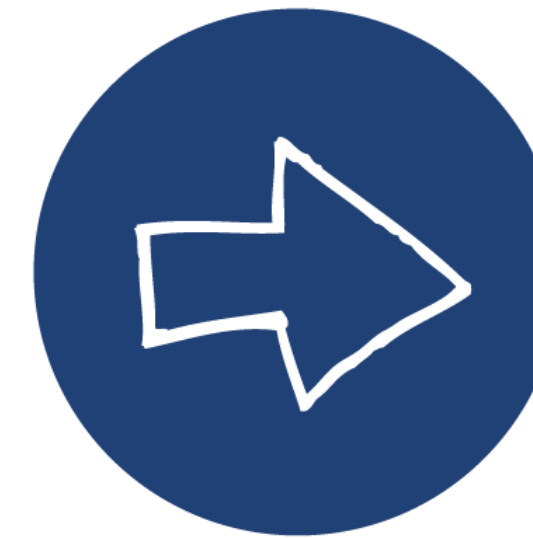
## Going live!

- Tenancy Agreements – appropriate for the transitions model
- Visual tenancies
- Applying for Housing Benefit
- *We are still learning*



## The Housing Team are excited about the future!

- We still attend multi-team project meetings about High Greave.
- Excited for the future of our existing tenants and our new ones.
- Hopeful to be part of new projects.

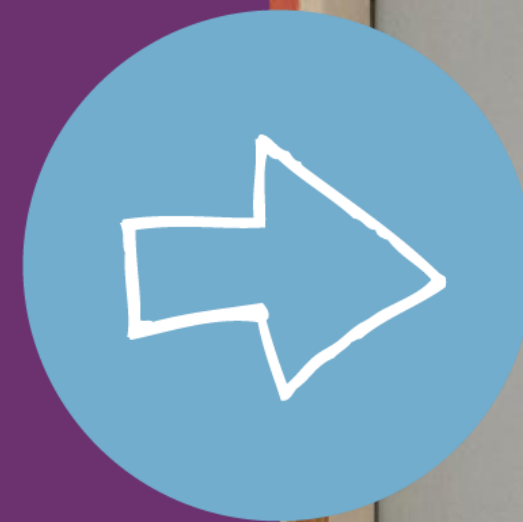






# Social Work and Care Planning

The barriers and hurdles  
presented



## A Different Approach to Support – Promoting Understanding


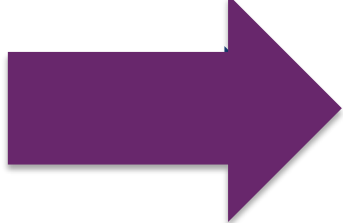
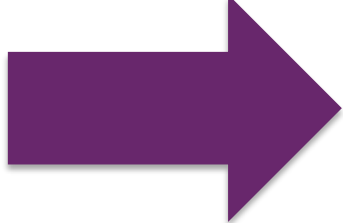
- Move on environment
- Tapering support model
- Challenging assumption - level of individual need that can be met in supported living
- Tech enabled care
- Working towards independence – developing skills & coping mechanisms
- Building support approaches

## Right People/Right Provision – Referral Pipeline

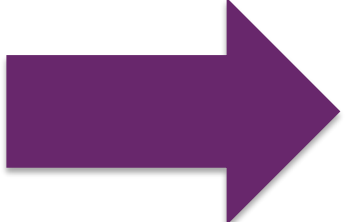
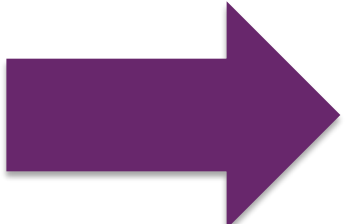
- Looking forwards – planning with a future view
- Framework/Contract
- Forward planning – Referral timescales
- Setting expectations – Carers & professionals
- Organisational patience - Not an emergency provision



## Social Care System Barriers & Solutions

- Change of social care professionals post-18  Working with the transitions team to identify individuals perceived as complex from 16 and work alongside them and their carers/family on future planning.
- Tech Enables Care (TEC) – Who funds?  Discussions with the Housing Benefit department on inclusion of the TEC in the weekly service charge, as part of the rent model.
- Family/Individual placement objections  Mutual agreement to pursue referrals with individuals and families who were in agreement with the High Greave environment and service model.

## Partner Barriers & Solutions

- Change of health professionals post-18 & Dedicated health contact for the scheme  Discussion with Community Learning Disability Team failed to secure a clear pathway for transitions to High Greave.
- Placement decision for individuals who become fully CHC funded post-18 pathways  Discussion with transitions about starting CHC process sooner & decision to peruse referrals with clear decision-making

## Legal Frameworks

- Capacity & best interest
- DoLS – Community
- Financial appointee – Benefits change

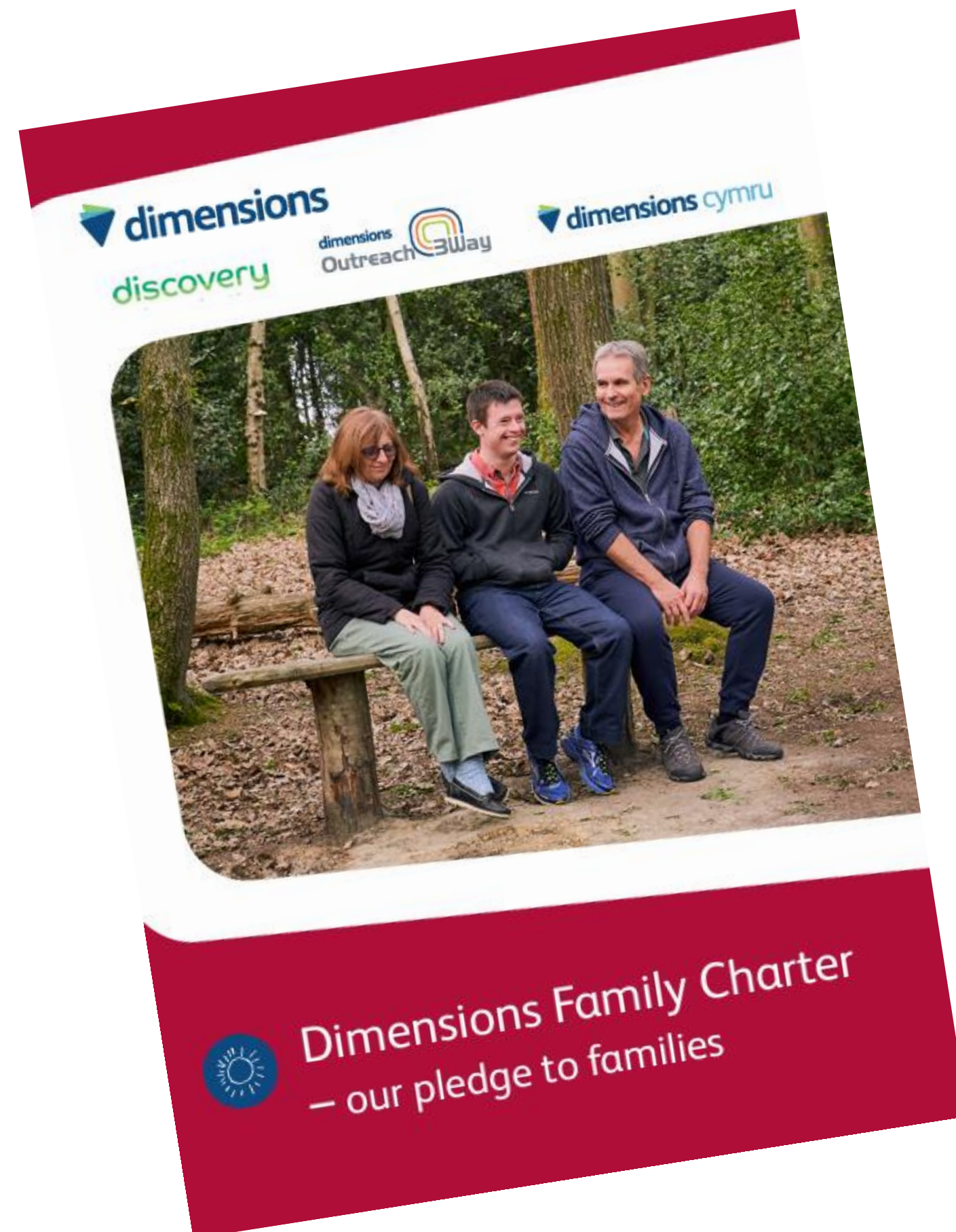




# The Family Perspective

How does the transitions process feel for families





## Our pledge to families is that we will always do our best to:

- put the person we support at the centre of everything we do
- break down the barriers to family involvement
- value your experience and views and treat you with dignity and respect
- earn your trust by listening to, responding and acting on your concerns<sup>5</sup>
- tell you when things go wrong<sup>6</sup> and ask for your views
- be open and honest about the decisions we make and why we made them
- try not to make promises we can't keep.

## We will give families:

- contact details for the key people in Dimensions who manage your relative's support
- a local agreement (subject to consent of the person we support, Power of Attorney, Deputyship and legal restrictions) about:
  - how your relative's support team will stay in touch with you
  - the information they will share
  - how you can be involved with everyday life, health, finances, decision making and other relevant issues
  - how we can work together, e.g. introductions to new colleagues<sup>7</sup>; colleague performance appraisals<sup>8</sup>, new colleague recruitment and selection
- a regular letter from our chief executive to keep you in touch
- information on the website including factsheets about how we work and what the law and other guidance says we must do
- invitations to any local family events that may take place
- information about how to give a compliment<sup>9</sup> or make a complaint<sup>6</sup>
- an opportunity to have a say through events and surveys.

## Quote from Luke's family

“Luke has become more confident and mature since living at High Greave and his independence skills have come on. When Luke comes and spends time with us, he is a lot more settled, and we think him living at High Greave has helped the relationship we have with him. Luke has discussed with us about moving on from High Greave and told us where he would like to live after, we never thought we would be having that conversation with him as he never wanted to leave home”





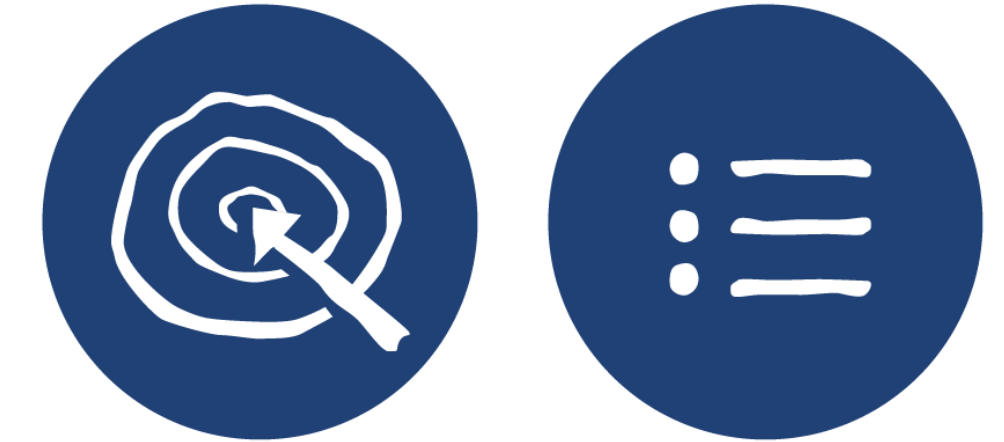


# Preparation and Planning

Planning for success...



## What our assessment process involves:



- Reviewing all available supporting information in relation to the individual
- Working alongside the individual in key environments e.g. their home, their school or college setting, day services, places they like to go in the community. Conducting focused observations and collecting data to help us understand what is important to and for the person, developing an understanding of how they communicate their needs and what their behaviour tells us.
- Spending time with the individual's key people: their family, friends and multi- disciplinary team.
- Completing functional behavioural assessments based on recorded incident data, interviews with key people and observations of the person.

## Leading to...

- Detailed person-centred and outcome-focused recommendations for transition, settling in period and beyond.

## What we do to ensure the people we support have the best chance of success...

- Collaboration with our internal and external MDT, ensuring the right people are involved at the right time, clear expectations and communication systems.
- Continuous assessment and review of data to ensure our recommendations are meeting the needs of the people we support.
- Graded support that works best for the person, for example, working alongside other providers, providing outreach support, facilitating visits/overnight stays.
- Ongoing development of Positive Behaviour Support Plan and person-centred plans, focused on Active Support outcomes.

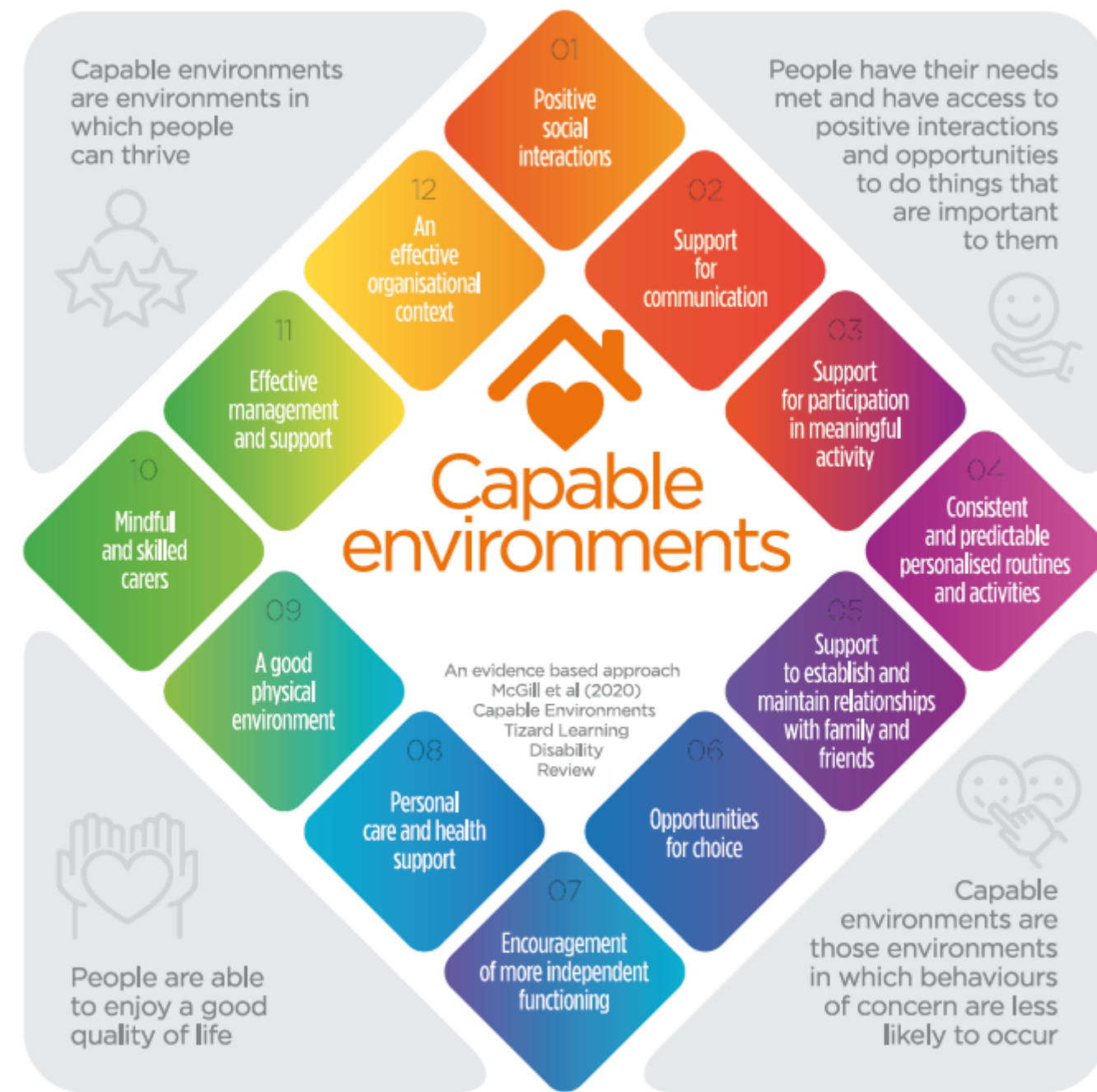


## Active Support

- Positive Behaviour Support
- Needs specific - Clinical Team Training Catalogue
- Coaching and mentoring support team



**bild**



Capable Environments Audit Tool  
 Assessment of Functional Living Skills  
 Active Support  
 Embedded Practice  
 Leadership  
 Continuous reviewing and monitoring of support  
 SMART Targets



## Quote from support colleague regarding the Capable Environments Audit Tool and team approach:

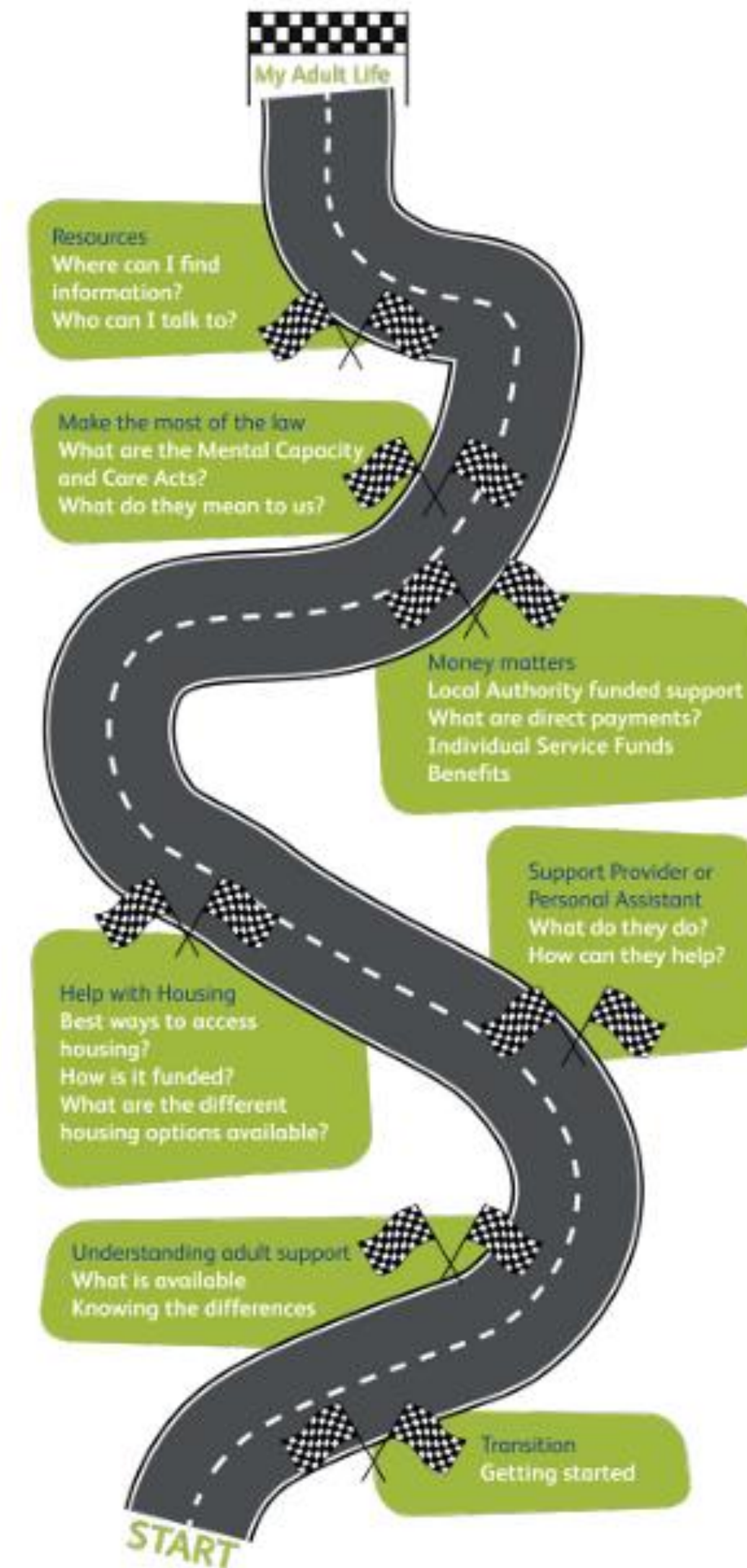
A dark blue circular icon containing white double quotation marks.

*'Thank you to the team who facilitated these sessions. They were really helpful to celebrate all the positive things we have achieved since beginning our work at High Greave and it was nice for the positive work to be recognised. It was also good for us not to stand still and for us to consider what further progress we can make in terms of supporting the people we support to achieve some really positive outcomes. It was good to assess what the person we support has achieved but also consider areas we can support them to develop both now and in the future.'*

# Transition Pathway from High Greave

- We are working on a transition pathway for people leaving High greave and are already working on the next step for individuals
- Transition meetings are taking place with Dimensions, Sheffield Commissioning Team and Social Workers
- Sheffield Local Authority have recognised the need for an allocated social worker
- Person Centred Reviews continue to take place in close partnership with individual's families and circle of support
- We anticipate suitable housing will be our next challenge

## Our roadmap



- Having behaviour support integrated into the model of support and accessible five days a week has enabled us to provide enhanced support to front line colleagues
- Better than regional average retention rates: 14.3% compared to South Yorkshire average of 23.2% (compared to Health and Social care sector average of 28.3%)
- Low levels of sickness in comparison to the wider organisation and local area averages (10.31)
- Nine colleagues promoted within the last 12 months.







Thank you for attending!  
Now we will answer  
your questions.

Better Lives for More People





## Preparing for your child's transition to adulthood webinar

28th November 2024 12pm – 2pm



Questions, questions, questions...

