

The case for Reablement: Bespoke Capacity Planning Sessions

Background

The Whole Systems Partnership has developed a reablement toolkit in conjunction with the Social Services Improvement Agency in Wales. This involved support and facilitation of an Action Learning Set drawn from nine different Local Authorities interested in the development of reablement services. The output from this work is now being made available more widely and consists of a database of local services, a self assessment development tool and a generic capacity tool. The online environment enables the sharing of development needs and acts as a growing depository of notable practice.

The capacity tool has been built using ithink modelling software which applies a system dynamics approach. It is able to project capacity and impact of reablement services in an interactive learning environment linked to the online toolkit. A generic model is a standard part of the online toolkit. Evidence and assumptions underlying this tool are drawn primarily from the CSED sponsored evaluations of reablement across England. A range of assumptions including demographics, expected outcomes, reablement team input and costs can be varied using the generic tool.

Bespoke Capacity Planning Sessions build on the generic capacity tool but embed this in a facilitated group discussion context with the application of additional local data into the model and a tailored set of outputs influenced by local needs.

Objectives:

These sessions are designed to provide operational and strategic managers with an opportunity to explore local options for the development of reablement services. The objectives are therefore:

- To provide a briefing in respect of the generic tool and to explore local progress in the introduction of reablement services and future priorities for development;
- To engage local partners in the decision making process that will inform local development plans or business cases;
- To provide reablement managers and operational staff with an opportunity to explore specific capacity challenges from a local perspective and in the context of local priorities;
- To provide a bespoke development of the generic systems model for local use in response to local priorities.

Approach:

Bespoke capacity planning sessions will reflect the following template:

1. The gathering of a local stakeholder group to be briefed on the reablement toolkit and to agree local priorities that need to be reflected in a bespoke version of the model.

2. Follow-up with local managers to identify and provide information that will be needed to populate the bespoke version of the model.
3. A second session with the stakeholder group, typically between 4 and 6 weeks after the first session, to provide feedback and an opportunity to test different scenarios using the revised model.
4. The production of a short report and making the bespoke capacity model available as required to local partners.

Participation in the process should be secured from a 'stakeholder' group including Local Authority senior or Executive management roles with responsibility for reablement, service development and/or finance plus key partners in the development of reablement services locally, for example health and voluntary/independent sector providers.

It is recommended that before the first session local members of the reablement team should use the online toolkit and any other sources available to identify priorities for local reablement services.

Outline programme – session 1:

<i>Stakeholder briefing session</i>	9.30 ¹
Context setting – the toolkit context (WSP)	
Context setting – local position and aspirations (local)	
Presentation of the generic capacity tool (WSP)	
Discussion of priorities and issues that need to be addressed in a local adaptation of the model (all)	
BREAK	11.00
Developing and refining the priorities and key issues	11.15
Identifying local information and data sources	
Agreement of next steps	
CLOSE	12.30

Outline programme – session 2:

Presentation by WSP of remodelled capacity tool	9.30
Discussion of local scenarios to be tested by the model	10.30
BREAK	11.00
Scenario testing	11.15
Recap and discussion of next steps	12.00
CLOSE	12.30

Facilities:

The group sessions will require sufficient space to accommodate approximately 12-15 people either in 'round table' or 'boardroom' style. Use of a PC projector for these sessions will also be necessary.

¹ Illustrative timings – these sessions could be run at different start times.