



Adult Care and Wellbeing Waiting Well Framework

Adult Social care is committed to assisting people proactively when they need it. Recognising the longer people wait, the greater the risk to independence, skills and confidence impacting their ability participate in the things that matter to them.

We strive to help people to remain active, safe and well at home, reducing risks, and the need for more formal care and support.

Recognising the challenge, we have due to increasing demand and the number of people waiting for support and assessment.

The following waiting well principles help us to support people proactively at the point of contact and set out how we aim avoid placing people on waiting lists where possible, but where we do how we support people to wait well.

Our waiting well principles are that we will:



- ✓ *Talk to the person at the point they contact us*
- ✓ *We will carry out a strength based, person centred conversation asking people what they need and want to be able to do*
- ✓ *Be solution focussed at point of contact, avoiding referrals onwards where possible*
- ✓ *Offer a proportionate response that promotes choice, control and embrace positive risk*



- ✓ *Provide information, advice and signposting for people who may be able resolve their needs independently*
- ✓ *Maximise the use of self-help and online tools (including Ask Sara, DFG Means test calculator, Care calculator, Sheffield Directory)*
- ✓ *Utilise community assets, take a holistic approach, working with other services and voluntary sector to achieve improved outcomes for people*



- ✓ *Use prioritisation tools to identify and reduce risk*
- ✓ *Offer an immediate response to those at greatest risk through innovative practice and a timely and responsive provision*
- ✓ *Fully utilise technology to support information gathering and timely interventions*



- ✓ *When people do need to wait, we will communicate with them and provide written information and contact details.*
- ✓ *Keep in touch with people currently waiting. We will contact people regularly to ensure we are aware when circumstances have changed*
- ✓ *Re-prioritise anyone on a waiting list whose needs have changed and are at significant risk.*
- ✓ *Close a referral if people no longer need support*
- ✓ *Escalate data and information in relation to waiting lists to inform service improvement.*

Waiting well

We will retain contact with those waiting to ensure we are able to respond to changes in circumstances, help those most at risk and identify those no longer needing our support.

- All people moved waiting for us to work with them will receive a standard waiting well letter which provides service contact details, further information and signposting in relation to other support across Sheffield and the Sheffield directory
- We will use technology such as the gov.uk text service to provide information updates to people
- We will contact people who are waiting over our target wait times to review their circumstances and any changes in needs
- Should a risk significant risk be identified, this will be escalated and appropriate action taken which could result in a telephone assessment or urgent allocation
- Should it become apparent that the person has resolved their own needs the referral will be closed.

Escalating

To help us develop a responsive service, managers will retain oversight of the waiting list and provide insight and data to senior managers which will help formulate actions to improve our offer to those people waiting the longest.

- Team managers will report regularly those people waiting in excess of the target waiting time and have a clear escalation plan in place
- Team managers will report to the service manager on a monthly basis the current position and risks along with any mitigations put in place
- Waiting list information will be used to develop service delivery and improvement plans

Documents to support this waiting well framework:

- Duty practice guidance
- Screening guidance
- Prioritisation tool
- Telephone review conversation script
- Case closure checklist
- Legislation and local policy