

Waiting Well – Story Board

Difference made/Outcome/Achievement

The Issue/Objective

Waiting Well

Due to high demand and limited capacity there are delays for customers awaiting a Care Act Assessment in First Contact, presenting risk and no oversight where changes to circumstances occur.

What has changed/needs to change

- ✓ Improved customer experience
- ✓ Service sighted on risk
- ✓ Service responding to individual changing need
- ✓ Improved customer experience
- ✓ Best use of resources

By implementing the waiting well principles we have improved communication with those awaiting assessment from first contact

This has enabled us to identify in some cases where care and support is not required, and we have sign posted to VCSE
Another example we have identified a level of risk that required more immediate action. This enables us to provide short term support which then resulted in the person regaining some skills and independence. They were also supported through the bridging service to access information and advice that improved their wellbeing. The service continues to be delivered whilst we work with the person to identify any ongoing care and support needs

What are we doing/how will we get there

Working across HomeFirst services to efficiently utilise resource capacity to undertake safe and well checks to customers with priority 1 and 2 eligible care needs status. Improvement in customer experience
Reduction in complaints

Next Steps/Ambitions/Goals

Continue to embed this approach as Business as Usual
Develop an overarching 'waiting well' policy within Homefirst with individual service area processes to support management and staff practice that clearly underpins customer safety and wellbeing

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