

New Ways: Making changes to the way Health and Community Services works



serco



There are lots of ways to find out how to get health and social care support



Talking to someone



Support groups



By telephone



Using the internet

We want to make it easier for you:



To be heard



To choose who supports you



To make your own choices



To do the activities you enjoy



- **Hertfordshire County Council needs to work in some new ways.**



- **Hertfordshire County Council needs to save some more money.**

This means Health and Community Services making some changes to their community learning disability service.



For the year 2012 - 2013, the learning disability service will be making changes to save £600,000 (Six hundred, thousand pounds)



To save money some and to use the money we have in a better way, the community learning disability service will change some jobs and remove some of the jobs we

have.

To find out which jobs are being looked at that might be cut see page 12



The Community Learning Disability Service are also looking at some of the ways that their work is done. For more information about this see page 14

They are looking at new ways to make it easier for you to get the support you need.

There are lots of things happening to give you more choice and more control about your life.

This is called

Personalisation



We want to:



Let you choose what you do and who supports you



Make things happen more quickly and have better services



Keep you safe

Using the internet to choose services



One way we are trying to make things better is by making a special website.

This will be called:

e-Marketplace



This will help you see the activities, services, places and support that you might like to choose from.



It will also tell you what other people think of the services by giving it a star rating



If you have a personal budget you might like to choose this way to decide the services you want to buy.

BUT You don't have to use the website. This is just one new way you can choose services and support.



We want to know what you think and listen to what you have to say.



This event is for you to see what we are doing, hear from and talk to the people making the changes.

Find out more

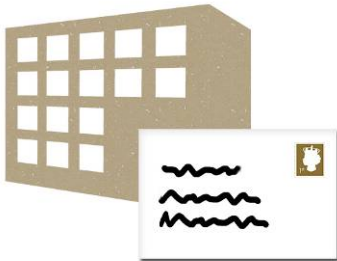


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Extra information



To save money some and to use the money we have in a better way, the community learning disability service will change some jobs and

remove some of the jobs we have.

Some jobs that are being looked at and maybe cut are:



- 3 Community Care Officer posts in the community learning disability teams



- 4 Older Family Carer Workers



- **2 Person Centred Planners**

- **1**



**placement
manager**



- **1 senior practitioner**



- **1 safeguarding adults from
abuse support officer post**

There are also going to be changes to the transition team.

The Community Learning Disability Service is also looking at some of the ways that their work is done.

They are calling this:

Refocusing of the Services Core Role

This means the work that people do and the ways that they do their jobs.

This will include things like:

- **Duty social work**



This is a way that social work teams make sure that people get the support they need when things change in peoples lives



- **Assessments**

These help the social work team to make sure you get the support you need

- **Ways referrals are done**



A referral is the way that the social work team is told that someone needs support and the way they find other support that you might need. This could be something like health support.

- **Person Centred Planning**



Planning with you what you want and need



- **Reviews**

Checking that you are getting the right support



- **Safeguarding**

Keeping you safe



- **Carers and older family carers**

Support for other family members



- **Administration teams**

This is all the paperwork, phone calls and other support