



Imperium Solutions
Service Delivery Partners

Case Study: Cornwall Council

Adult Social Care Managed Service Solution

SCOPING

Imperium Solution's management team have delivered multiple, successful, outcome based statutory assessment programmes for a number of well-regarded organisations. Since then, the management team has been bought together to support LA's with this type of work.

As a team we are currently supporting Cornwall County Council with a number of statutory assessments / reviews. Confidentiality the initial cohort was for 150 reviews and assessments to support as part of their Covid Funded programme. This involved a 4 week mobilisation, placing 1 PM, 1 QA Lead and 12 QSW's, an average of 4.5 assessments completed per QSW per week with a total of 337 assessments.

From this point we have built a Managed Service Management team that has the experience to deliver large scale review and assessment projects, whilst partnering in the truest form with the LA.



4

**WEEK
MOBILISATION**

337

**TOTAL
ASSESSMENTS**

4.5

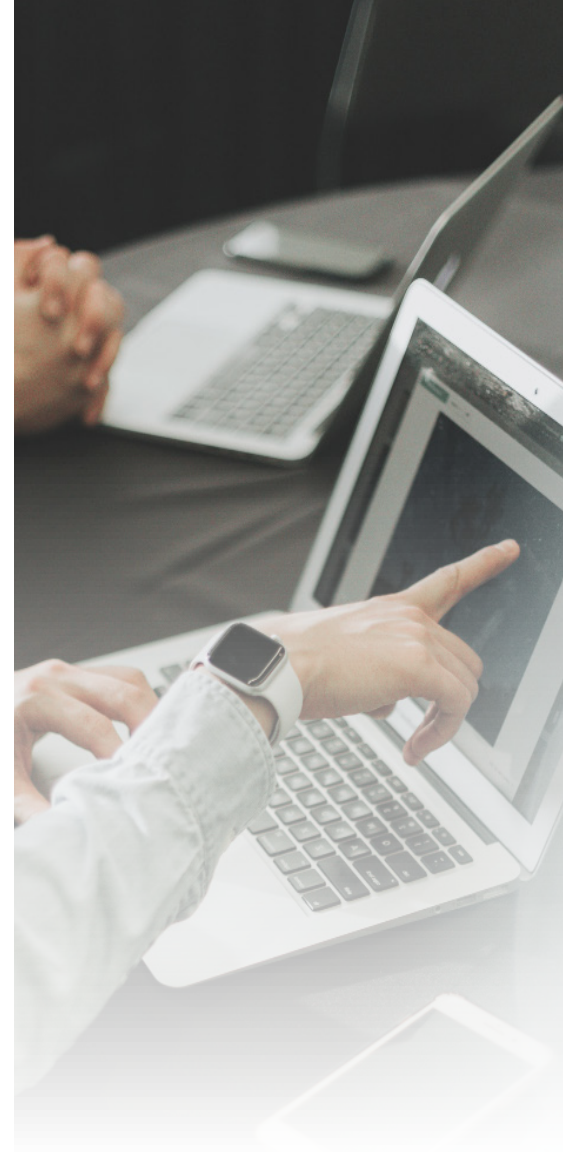
**AVERAGE ASSESSMENTS
COMPLETED**

DELIVERY

Following a competitive tender we proposed a solution to Cornwall and were successfully chosen to support the LA moving forward. Following the contract award a scoping session was held to identify and ensure that all processes moving forward were confirmed, and that a smooth integration of the team happened, to ensure that the current staff felt supported with no potential animosity.

Working with our resourcing team and following a full specification and scoping session we identified a team comprising of a 1 Project Lead, 1 QA Lead and 12 QSW's that could be scaled dependent on demand at no extra cost to the LA due to the per assessment model.

Mobilisation and implementation was swift, in line with the clients requirement. All workers were interviewed in line with Councils process and were supported with both the couriering of IT equipment and access to MOSAIC. The authority in partnership with ourselves held a number of training sessions that all members of the team attended. This was then further embedded by our Project Lead to ensure that strength based approach was taken, to promote



**FULL STAFF
INDUCTION**



**TEAM TRAINING
SESSIONS**



**COURIERING
OF IT EQUIPMENT**

independence and that all staff were aware of processes and the Councils specification. This was then collated as a 'quick help' guide to all workers though out the initial contract.

On the day of mobilisation we held a full meeting of all staff to induct them with support of the Council, with our Project Lead speaking with all daily to ensure all queries and problems were addressed.

We worked with the authority to integrate the team and to ensure that the correct specific care was allocated, each along with our Project Lead were given a manager to speak to at the authority with any queries. This supported with any safeguarding issues that could be quickly identified, and in the unlikely circumstances of a complaint resolved quickly and flagged to the relevant people.

Targeted meetings with all stakeholders were held weekly to ensure transparency, and to report our dashboard in line with the councils requirements as per the scoping session. Any key achievements or issues were relayed to ensure that any changes in the programme could be addressed swiftly. At the end of the initial phase a full 'lessons learned' document was collated. This document included the final MI and dashboard, a collated anonymous questionnaire from all workers included, and a summary from the Project Lead and Quality Assurance Officer.

All reviews and assessments where required also needed to include a MCA (where possible remotely), and CHC Checklist. All increases and decreases in care packages were recorded to safely highlight where possible savings could be found, whilst still ensuring the service user received the best possible outcomes and signposted to the relevant available services.

“The quality of assessments and reviews alongside the promotion of staff independence was excellent from Imperium Solutions”

QUALITY

All work prior to being delivered to the authority went through a rigorous QA process in line with our QA framework (available on request). From this any area of a review or assessment that needed clarifying to ensure a strength based approach was taken was ensured would happen, and that all reviews and assessments were of the highest of quality. We would normally ask the authority to QA samples of work to ensure consistency. From the initial successful project we have been re engaged to support the Hospital Discharge Service as part of the G7 funding the team has been re mobilised and re allocated another cohort of cases.

We would like to reiterate that our commitment is to ensure the best possible outcomes of the services users inline with the Authorities requirements. Our approach is that of a partnership and we pride ourselves on transparency and our strength based outcomes.