

## Story of difference - Case Background

Workers embracing the new Practice Principles collaboratively developed between Sheffield City Council and the CCG

### Andrew

- Moved from Sheffield to live in Scotland
- Has a joint package of care between health and social care
- Has complex autism and support needs
- Family relocated to be near him in Scotland
- Received a Fee uplift in line with Scotland
- Had a disproportional funding split between Sheffield City Council and the CCGs Continuing Healthcare Service

### Involve

- Andrew took part and was involved in the meeting
- A joint review and DST assessment was planned around the families availability
- Andrew was encouraged to give his feedback in his own way
- Acknowledged Andrew is at the centre of the information we both needed
- Honest and open discussion with provider about fee uplift held separately
- 3 conversation model focuses on the individual and what makes a good life and links to information within the DST - seamless between health and Social Care

### Empathy

- Family anxiety about repatriation back to Sheffield
- Health and Social Care acknowledged Andrews personal development and the progress he had made. We both gave reassurances it would not affect his living arrangements if funding changed
- Listened to provider and rationale for requesting uplift

### Collaborative

- Seamless approach to eligibility and care package review for Andrew and his family.
- Discussion with providers to ensure the correct package was in place and funding was correct.
- Working together with commissioning colleagues on our return to Sheffield to ensure the paperwork was completed in a timely manner and all parties were kept up to date.