

# ADULT SOCIAL CARE CASE STUDIES

Independence, assurance, practice, integration and community-led support

BETTER PATHWAYS. BRIGHTER LIVES.

**DESIGNED FOR WEBSITE DOWNLOADS AND CLIENT CONVERSATIONS**

A curated set of TMPM case studies grouped by work area for ongoing communications.

| FOCUS                                                                                                          | USE                                                                                                          | FORMAT                                                                                    |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Portfolio examples grouped by delivery context, with place and organisation names removed for wider promotion. | Suitable for website downloads, LinkedIn follow-ups, client introductions and targeted business development. | Landscape PDF pack with a matching cover, individual case-study pages and a contact page. |

## 17 case studies

- and Inclusion Programme
- Journey Transformation
- Social Care Transformation
- Inspection Readiness
- Door
- Enabled Independence
- Research on Social Care Assessments
- Personal Budgets Recognised Provider List
- Worker Alignment
- + 8 further studies



# INNOVATION AND INCLUSION PROGRAMME

Adult social care / Innovation, inclusion and workforce development

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Practical learning, coaching and peer-led innovation helped build capability across adult social care systems.

SOCIAL CARE

DIGITAL  
INNOVATION

WORKFORCE

PEER LEARNING



## THE CHALLENGE

A regional social care programme needed a practical workforce offer grounded in frontline realities, innovation, inclusion and system priorities.



## TPM ACTIVITY

TPM shaped the curriculum, coaching, action learning, quality assurance and resources alongside peer communities of practice.



## WHAT CHANGED

The programme strengthened capability and confidence to identify, share and use digital innovation across adult social care.

## BENEFITS & EVIDENCE



### WORKFORCE CAPABILITY

Coaching and action learning built confidence around digital innovation.



### PRACTICAL RESOURCES

Toolkits, standard operating procedures and masterclasses supported use.



### SHARED LEARNING

Peer communities connected cohort insight with system priorities.



# CUSTOMER JOURNEY TRANSFORMATION

Adult social care / Customer journeys and community-led support

STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

BETTER PATHWAYS. BRIGHTER LIVES.

## KEY INSIGHT

Customer-led transformation turns lived experience and service insight into practical change.

CUSTOMER  
JOURNEY

TRANSFORMATION

SERVICE DESIGN

ROADMAP



## THE CHALLENGE

The council needed to reduce reliance on formal care while supporting people to stay independent through strengths-based, community-led support.



## TMPM ACTIVITY

TMPM led a customer journey and community-led support programme, connecting practice change, supporting infrastructure and community capacity building.



## WHAT CHANGED

The programme reported lower social care costs, wider community support and stronger opportunities for early intervention and prevention.

## BENEFITS & EVIDENCE

14%

reported  
reduction in social  
care costs

£1.5M

reported savings  
from the  
programme



## COMMUNITY SUPPORT

3 permanent hubs and 27 pop-up hubs widened local access.



## INVESTMENT SECURED

A £500k capital bid supported community infrastructure.



# ADULT SOCIAL CARE TRANSFORMATION

Adult social care / Strategic transformation programme

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Transformation portfolio leadership improved governance, visibility, accountability and delivery rhythm.

GOVERNANCE

TRANSFORMATION

STRATEGIC  
PLANNING

DELIVERY



## THE CHALLENGE

A complex adult social care transformation portfolio needed senior programme leadership, clear governance and more consistent oversight.



## TMPM ACTIVITY

TMPM strengthened planning, decision routes and reporting while building relationships across leaders and delivery teams.



## WHAT CHANGED

The portfolio gained clearer escalation routes, stronger accountability and a more consistent approach to delivery across strategic priorities.

## BENEFITS & EVIDENCE



### CLEAR ACCOUNTABILITY

Decision routes and escalation arrangements were strengthened.



### CONSISTENT OVERSIGHT

Planning and reporting brought strategic priorities into regular view.



### LEADERSHIP ALIGNMENT

Relationships connected senior leaders with delivery teams.



# CQC INSPECTION READINESS

Adult social care / Evidence, leadership and inspection readiness

BETTER PATHWAYS. BRIGHTER LIVES.



## KEY INSIGHT

Inspection readiness improves when evidence, leadership and improvement action are brought together.

CQC READINESS

EVIDENCE

ASSURANCE

LEADERSHIP



## THE CHALLENGE

The adult social care service needed to prepare its evidence, documentation and teams for its first CQC inspection in over ten years.



## TMPPM ACTIVITY

TMPPM coordinated the self-assessment, evidence, leadership reviews and staff engagement, including Champions and focus groups.



## WHAT CHANGED

The service gained a more organised readiness position, aligned teams and clearer evidence ahead of assessment.

## BENEFITS & EVIDENCE



**EVIDENCE COORDINATED**  
The IR1 self-assessment and supporting information were aligned.



**STAFF ENGAGED**  
Champions, focus groups and briefings supported readiness.



**LEADERSHIP OVERSIGHT**  
Weekly review meetings connected themes with existing governance.



# FRONT DOOR

Adult social care / Access, front door improvement and demand

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

A strong front door gives people clearer access and teams a better grip on demand.

ASC

FRONT DOOR

ACCESS

DEMAND



## THE CHALLENGE

Adult social care needed clearer access pathways, more consistent responses and a better understanding of demand at the front door.



## TMPM ACTIVITY

TMPM brought pathway mapping, stakeholder workshops, demand analysis and improvement planning into a coordinated review.



## WHAT CHANGED

The project established a clearer access model and a stronger basis for consistent, timely responses to people's needs.

## BENEFITS & EVIDENCE



### CLEARER ACCESS

Pathway mapping clarified the front door offer.



### VISIBLE DEMAND

Demand analysis improved the shared understanding of pressure.



### CONSISTENT RESPONSES

Workshops and improvement plans supported operational clarity.



# TECHNOLOGY ENABLED INDEPENDENCE

Adult social care / Technology, prevention and independence

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Technology creates value when it is linked to independence, prevention and real-world care outcomes.

INNOVATION

INDEPENDENCE

TECHNOLOGY

PREVENTION



## THE CHALLENGE

National partners needed practical evidence on how technology could support independence, prevention and better adult social care outcomes.



## TMPM ACTIVITY

TMPM combined research, stakeholder engagement, option development and synthesis of learning into usable programme insight.



## WHAT CHANGED

The work strengthened the evidence available for policy, commissioning and implementation discussions around technology-enabled care.

## BENEFITS & EVIDENCE



### USABLE INSIGHT

Research and engagement translated technology opportunities into learning.



### INDEPENDENCE FOCUS

Options were connected to prevention and real-world care outcomes.



### BETTER-INFORMED CHOICES

Evidence supported policy and commissioning discussions.



# NATIONAL RESEARCH ON SOCIAL CARE ASSESSMENTS

Adult social care / National research into assessment practice

BETTER PATHWAYS. BRIGHTER LIVES.



## KEY INSIGHT

Better assessment practice starts with clear evidence on what works and why.

RESEARCH

ASSESSMENT

BEST PRACTICE

LEARNING



## THE CHALLENGE

A national evidence base was needed to understand variation, promising practice and improvement opportunities in social care assessment.



## TMPM ACTIVITY

TMPM supported research design, evidence gathering, engagement and synthesis of lessons from assessment approaches.



## WHAT CHANGED

The work produced clearer national insight and practical messages to inform future improvements in adult social care.

## BENEFITS & EVIDENCE



**NATIONAL INSIGHT**  
Research explored variation in social care assessment practice.



**PRACTICAL LEARNING**  
Promising approaches and lessons were identified and synthesised.



**IMPROVEMENT FOCUS**  
Evidence clarified opportunities for future assessment improvement.



# MANAGING PERSONAL BUDGETS & RECOGNISED PROVIDER LIST

Adult social care / Personal budgets, choice and provider arrangements

STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

BETTER PATHWAYS. BRIGHTER LIVES.

## KEY INSIGHT

Personal budgets work best when choice is supported by clear, safe and consistent arrangements.

CHOICE

PERSONAL  
BUDGETS

PROVIDER LIST

INDEPENDENCE



## THE CHALLENGE

Personal budgets and recognised provider arrangements needed to support choice and control while maintaining clear assurance and consistency.



## TMPM ACTIVITY

TMPM reviewed processes, clarified options and shaped provider-list, governance, communication and implementation arrangements.



## WHAT CHANGED

Staff, providers and people using services gained clearer information and a stronger basis for safe, person-led support.

## BENEFITS & EVIDENCE



**CHOICE AND CONTROL**  
Clearer personal budget arrangements supported person-led decisions.



**PROVIDER ASSURANCE**  
Provider-list development was linked to governance and consistency.



**CLEAR INFORMATION**  
Communication and processes improved understanding across the system.



# SOCIAL WORKER ALIGNMENT

Social work / Integrated practice and role clarity

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Integrated practice improves when roles, relationships and responsibilities are clearly aligned.

PRACTICE

SOCIAL WORK

ALIGNMENT

CONSISTENCY



### THE CHALLENGE

Social work arrangements across council and mental health services needed clearer roles, better coordination and more consistent practice.



### TMPM ACTIVITY

TMPM mapped roles and interfaces, facilitated partner discussions and clarified operating and implementation arrangements.



### WHAT CHANGED

The project strengthened joint working and created a clearer basis for practice across organisational boundaries.

## BENEFITS & EVIDENCE



**ROLE CLARITY**  
Mapping clarified responsibilities and organisational interfaces.



**JOINT WORKING**  
Partner discussions strengthened operating relationships.



**CONSISTENT PRACTICE**  
Implementation planning supported alignment across boundaries.



# CQC INSPECTION READINESS

Adult social care / Whole-service assurance and staff engagement

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

A whole-service readiness programme connected governance, evidence, communications and staff engagement.

CQC

SELF-ASSESSMENT

GOVERNANCE

ASSURANCE



## THE CHALLENGE

The adult social care service needed to prepare its workforce, evidence and governance for CQC inspection.



## TMPM ACTIVITY

TMPM directed the first self-assessment, aligned data and communications, established governance and coordinated all-staff engagement.



## WHAT CHANGED

The service gained a clearer account of strengths, risks and development actions, supporting a stronger readiness position.

## BENEFITS & EVIDENCE



### READINESS EVIDENCE

The first self-assessment captured strengths, risks and actions.



### WORKFORCE ENGAGEMENT

An all-staff event connected teams to the readiness programme.



### JOINED-UP ASSURANCE

Governance, data and communications were brought together.



# LEARNING DISABILITIES SERVICE TRANSFORMATION

Adult social care / Independence, pathways and financial sustainability

BETTER PATHWAYS. BRIGHTER LIVES.

STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Evidence, co-production and transparent delivery helped turn cultural challenge into a route for sustainable change.

CO-PRODUCTION

INDEPENDENCE

COMMISSIONING

EFFICIENCY



## THE CHALLENGE

A longstanding overspend and savings target required sensitive changes to learning disability pathways, practice and commissioning.



## TMPM ACTIVITY

TMPM led deep-dive reviews and open dialogue with staff, providers, carers and people with lived experience.



## WHAT CHANGED

The work identified opportunities to strengthen independence, redesign pathways and improve financial and market sustainability.

## BENEFITS & EVIDENCE



### INDEPENDENCE FOCUS

Pathway opportunities were considered alongside strengths-based practice.



### HONEST CO-PRODUCTION

Staff, providers, carers and lived experience informed the review.



### SUSTAINABLE OPTIONS

Savings opportunities were considered with outcomes and market stability.



# PRACTICE DEVELOPMENT

Adult social care / Practice development and implementation

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Practice change translated into clear operating expectations and sustainable implementation controls.

ASC

PRACTICE MODEL

IMPLEMENTATION

CULTURE



### THE CHALLENGE

Practice development needed clearer planning, governance and implementation control to become part of everyday service delivery.



### TMPM ACTIVITY

TMPM strengthened project planning, reporting and implementation controls, aligning activity with operational requirements.



### WHAT CHANGED

Key policies and infrastructure were integrated into operations, giving leaders and practitioners clearer expectations.

## BENEFITS & EVIDENCE



**PRACTICE EMBEDDED**  
Policies and infrastructure were integrated into operations.



**CLEAR EXPECTATIONS**  
Practitioners and leaders gained a more consistent operating framework.



**IMPLEMENTATION CONTROL**  
Planning and reporting strengthened delivery discipline.



# CAPITAL FUND PROGRAMME

Adult social care / Capital programme governance and delivery

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Clear chairing and programme discipline helped turn complex capital activity into manageable delivery.

GOVERNANCE

CAPITAL DELIVERY

STAKEHOLDERS

OVERSIGHT



## THE CHALLENGE

Capital programme delivery needed effective chairing, coordinated stakeholders and a clearer route for decisions and escalation.



## TMPPM ACTIVITY

TMPPM chaired meetings, connected partners, tracked actions and risks, and strengthened reporting arrangements.



## WHAT CHANGED

The programme gained greater visibility of decisions and a more controlled basis for progressing capital activity.

## BENEFITS & EVIDENCE



**DECISIONS VISIBLE**  
Chaired meetings improved clarity on programme decisions.



**RISKS TRACKED**  
Actions, risks and escalation were managed together.



**DELIVERY CONFIDENCE**  
Stakeholder coordination supported capital programme progress.



# LOCALITIES WORKING MODEL

Integrated care / Locality-based working and service redesign

BETTER PATHWAYS. BRIGHTER LIVES.



## KEY INSIGHT

Place-based working moved from concept to implementation through structured governance and operational planning.

LOCALITIES

PLACE-BASED CARE

SERVICE REDESIGN

IMPLEMENTATION



## THE CHALLENGE

A locality-based working model needed to move from concept to practical implementation across community and service settings.



## TMPM ACTIVITY

TMPM established project structure, governance, engagement planning and implementation controls to align partners.



## WHAT CHANGED

The project created a clearer route to delivery, with better visibility of risks, requirements and next steps.

## BENEFITS & EVIDENCE



### CLEARER REQUIREMENTS

Engagement and project structure clarified the locality model.



### IMPLEMENTATION ROUTE

Governance and controls moved the concept towards delivery.



### VISIBLE NEXT STEPS

Risks and actions became clearer across partners.



# BETTER CARE FUND LEADERSHIP & MANAGEMENT

Integrated care / Joint planning, pooled funding and governance

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Integrated funding delivers more value when governance, reporting and ownership are aligned.

BETTER CARE FUND

INTEGRATED CARE

GOVERNANCE

REPORTING



### THE CHALLENGE

The Better Care Fund needed coordinated joint planning, clear reporting and stronger oversight across health and care partners.



### TMPM ACTIVITY

TMPM supported programme management, governance, planning cycles, risk tracking and performance reporting.



### WHAT CHANGED

The programme gained clearer accountability and a more reliable basis for managing pooled priorities and integrated delivery.

## BENEFITS & EVIDENCE

£43M

pooled fund under programme oversight (not a saving)



### JOINT ACCOUNTABILITY

Health and care partners gained clearer governance and oversight.



### RELIABLE ASSURANCE

Planning, risk and performance reporting were coordinated.



# COMMUNITY SERVICES EVALUATION

Community services / Evaluation, clinical engagement and future planning

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Clear evaluation questions and clinical insight created a stronger basis for planning, value and improvement.

COMMUNITY

EVALUATION

CLINICAL  
ENGAGEMENT

INTEGRATED CARE



## THE CHALLENGE

Community services needed a balanced evaluation of integrated provision, pathways and community beds to inform future decisions.



## TMPM ACTIVITY

TMPM shaped the enquiry, evidence requirements and qualitative engagement with clinical and operational stakeholders.



## WHAT CHANGED

The evaluation translated evidence and feedback into clear findings for planning, prioritisation and improvement.

## BENEFITS & EVIDENCE



### CLINICAL INSIGHT

Clinical and operational engagement tested emerging findings.



### BALANCED REVIEW

Integrated provision, pathways and community beds were considered.



### ACTIONABLE FINDINGS

Evidence supported future planning and prioritisation.



# CONTINUING HEALTHCARE (CHC) EFFICIENCY

Continuing Healthcare / QIPP savings and financial oversight

BETTER PATHWAYS. BRIGHTER LIVES.



STRONGER  
TOGETHER FOR  
BRIGHTER TOMORROWS.

## KEY INSIGHT

Benefits-led governance and dashboard reporting helped turn financial ambition into delivered value.

CHC

QIPP

SAVINGS DELIVERY

REPORTING



### THE CHALLENGE

An ambitious Continuing Healthcare QIPP savings programme needed clear control, governance and visibility of delivery risks and benefits.



### TMPM ACTIVITY

TMPM established governance, reporting routes and a dashboard to track progress, support scrutiny and engage stakeholders.



### WHAT CHANGED

The programme surpassed its savings target and strengthened ongoing financial oversight and benefits tracking.

## BENEFITS & EVIDENCE

£1.5M

QIPP savings target surpassed



#### BENEFITS TRACKED

Dashboard reporting made progress and risks visible.



#### SUSTAINED OVERSIGHT

Governance and scrutiny strengthened ongoing financial control.

Delivered savings exceeded the target, a final value is not specified.



# LET'S BUILD DELIVERY GRIP.

People. Partnerships. Lasting change.

TMPM helps health and care organisations diagnose delivery challenges, strengthen governance and turn ambition into measurable progress.

## EXPERT CONSULTANCY

Independent senior support for complex health and care change.

## PMO & ASSURANCE

Governance, reporting, risk and benefits tracking that leaders can use.

## TRANSFORMATION DELIVERY

Pathway, commissioning and system redesign from idea to implementation.

## CONTACT US

### WEBSITE

[taylormadepmltd.co.uk](http://taylormadepmltd.co.uk)

### EMAIL

[contacts@taylormadepmltd.co.uk](mailto:contacts@taylormadepmltd.co.uk)

### PHONE

0114 6980000

### COMPANY

Taylor Made Project Management Ltd