

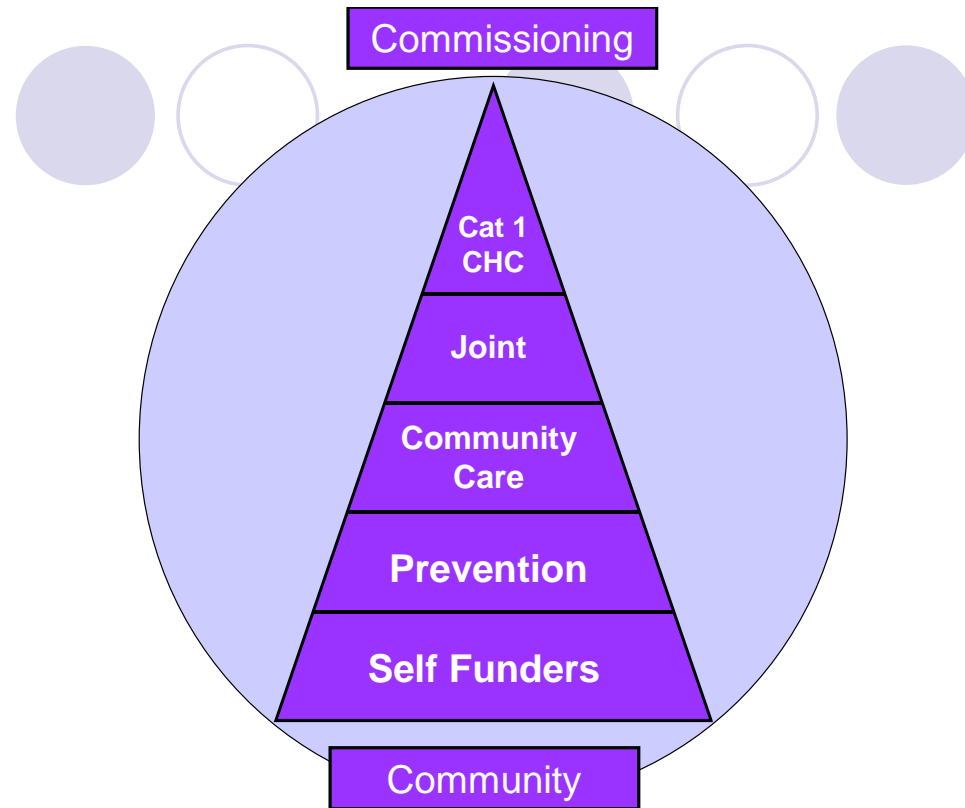


# Transformational Change: Lessons Learnt

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- Impacts on the whole system- needs programme approach to coordinate
- Changes to process, policy, procedure and people
- Biggest challenge is the change of culture
  - Self assessment
  - RAS and Management of Risk

# Bigger than traditional social care





# Engagement at every level

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- Political engagement
- Senior Management Commitment
- User and Carers
- Care Managers
- Internal and external providers
- Auditors, finance staff ,commissioners
- Third sector (widest sense)
- Trade Unions
- Communication, support and information for all