

# Neighbourhood Cares Pilot (NCP)

## What is NCP?

NCP represented a new way of delivering adult social care services in two areas of Cambridgeshire - Soham and St Ives, covering populations of 10,000 in both places. It was built on Cambridgeshire County Council's desire to apply the principles of a Buurtzorg approach to adult social care – a first of its kind in the UK.

NCP was a 'live test' involving a range of approaches that were evaluated over the course of the pilot to explore how they could prevent the escalation of need in local people for adult social care and health services.

Its ground-breaking and bespoke approach involved self-managed teams of care workers with devolved budgets who worked together with the local NHS, councils and communities to keep people independent, well and healthy.

Learning from the pilot would be used to identify principles that could transform adult social care and the wider system to develop new community based methods around prevention, improve the capacity and quality of care and improve staff experience.

## What did NCP achieve?

NCP set out to improve outcomes for people and also job satisfaction for staff who would have more direct contact with people enabling the right thing, at the right time, in the right place.

This led to a range of successes, including:

- Reduced loneliness and isolation
- Prevented hospital admissions and supported hospital discharges
- Reduced the need for Residential care more than in comparator areas
- Supported carers, reduced carer breakdown and raised awareness of their rights
- Reduced demand on the health and social care system
- Built trusted professional relationships and created solutions regardless of professional boundaries

To find out more view our [NCP video](#).

## What did we learn?

NCP has demonstrated that:

- **People are the experts on themselves.** We have the expertise to help them navigate the systems and know what resources they have a right to access. We must do this in a way that is “do with “ not “do to” just as we are “not caring for” but “caring about”
- **That communication is key and conversations count.** Developing relationships across the wider teams is vital if we are to think more holistically and creatively

- **It's ok to take risks.** As professional we can be risk averse with a “we know best attitude”  
We cannot eliminate risk, we can support people to mitigate unnecessary risks but not at the expense of their overall well-being
- **Place is important-** know your Neighbourhood. It is only if professionals take time to know the Neighbourhood they work and are aware of others that work there, can they be of benefit to the people that live there- these were populations of 10,000

## How will we apply this learning?

- **The Approach...** Individual, family & neighbourhood strengths are considered in all interventions. Working with partners to listen, engage and align with communities and each other to maximise community-led independence and wellbeing opportunities.
- **A single picture...** We've learnt a lot about how all partners need to have the same picture and access to 'place-based' data.
- **Good conversations matter...** These need to be positive conversations that are 'strength based' and help people to help themselves...this doesn't happen by accident or osmosis – and we need to put in place a training programme, and tools, to make this happen across the partnership.
- **Reaching out...** We've also learnt that it is a challenge to reach everyone we need to. They are often not the easiest to communicate with, perhaps they are not online. And so, we need to think about how we reach out in many different ways.
- **Local spaces...** it's important to maintain physical places for people to meet. People need a focus, and we've learnt that libraries can be useful for this and can become hubs for the whole community.

## In summary

Neighbourhood Cares pilots have shown best practice by Adult Social Care, working in a place based way influencing the broader Council Think Communities Strategy and STP Integrated Neighbourhoods work. There has been an external evaluation showing positive impact and benefits of the pilot and there is a continuing legacy of learning across the Council and some really sustainable community benefits for the two communities involved.

## Further resources

View the NCP video [here](#)

Read the Adults Committee NCP report with the pilot evaluation [here](#)

View the Think Communities video [here](#)

Read the Communities and Partnerships Committee report on Think Communities [here](#)