

**SOLUTIONS BY
EDEN BROWN SYNERGY**

**Eden Brown[®]
Synergy**

**PUBLIC SECTOR
TALENT
SPECIALISTS**

**AN NGAGE TALENT
COMPANY**



**STRATEGY.
DELIVERY.
OUTCOMES.**



LEADERS IN HEALTH & SOCIAL CARE SERVICE DELIVERY

EBS specialise in providing tailored, client-focused solutions for the public sector. Our approach is built around understanding the unique challenges faced by public organisations and delivering bespoke, data-driven services that enhance operational efficiency and support long-term success.

Eden Brown Synergy Solutions specialise in collaborating with social care leaders to offer quality focussed health and social care services. We offer a menu of cost-effective programmes, tailored to support your challenges.

Collaboration is at the heart of our partnerships and all solutions offer quality assurance systems to ensure optimal outcomes for both service users and commissioners. A results-based accountability model underpins all implementations and our team of highly experienced specialists ensure the service is delivered in a safe and supportive environment.

OUR SOLUTIONS

Care Act Assessments:

Timely, strengths-based assessments that identify eligible care and support needs in line with the Care Act 2014—helping local authorities ensure compliant, person-centred care planning.

Annual Reviews (planned and unplanned):

Robust reviews to ensure care packages remain appropriate, cost-effective, and outcomes-focused—supporting compliance and improving service efficiency.

Deprivation of Liberty Safeguards (DoLS & CoPDols):

End-to-end management of DoLS and CoPDols cases, reducing legal risk and ensuring statutory compliance while protecting individuals' rights and freedoms.

Continuing Healthcare Assessments (Checklists, DST's, Joint Funding applications, Disputes):

Compliant, person-centred CHC assessments delivered efficiently and accurately—helping ICBs and councils determine eligibility, manage funding, and support complex care needs.

Carers' Assessments and Reviews:

Thorough, empathetic assessments that recognise carers' needs, ensure access to support, and promote sustainability in informal care networks.

Adult Safeguarding enquiries:

Experienced professionals lead Section 42 safeguarding enquiries with a focus on risk reduction, protection planning, and legal compliance.

Mental Capacity Assessment & Best Interest Assessments:

Statutory assessments delivered by skilled practitioners, ensuring lawful, ethical decisions where individuals lack capacity—protecting rights and upholding duty of care.

Adult needs assessments in hospitals & community

Comprehensive assessments to support timely discharge or community care planning—reducing delays, supporting independence, and enabling safe transitions.

Managing hospital discharges:

Integrated support to streamline hospital discharges, reduce delayed transfers of care, and ensure patients receive the right support at the right time.

Occupational Therapy Assessments:

Functional assessments delivered at pace to identify equipment, adaptations, and care solutions—improving independence, safety, and quality of life.

OUR APPROACH: OUTCOMES FIRST

All Eden Brown
Synergy solutions
are underpinned by:



Fixed Budgets – Clear scope, no surprises



Defined Timeframes – Mobilise quickly, deliver to deadline



Measured Impact – KPIs, dashboards, and insight-led reporting



Expert Teams – Qualified professionals with social care expertise



Seamless Handover – Leaving your teams better placed to continue



SOLUTIONS CHART

Area	Service Delivery Issue	Solution	Outcomes
Standard Practice	Best Interest Assessment	Project Team can include: Business support, Head of Service, Project Manager, Quality Assurance Leads, QSW, Care Managers (unqualified) and support.	<ul style="list-style-type: none"> Fulfil statutory responsibilities Reduce waiting list Reduce risk Avoid challenges Reduction in safeguarding
	Annual Reviews	<pre> graph TD Director[Director of Service Delivery] --> SDM[Service Delivery Manager] SDM --> TAL[Talent Acquisition Lead] SDM --> OM[Operations Manager] SDM --> TM[Team Manager] TM --> QAL[Quality Assurance Lead] QAL --> SW[Social Worker] QAL --> NA[Nurse Assessor] QAL --> BIA[BIA Assessor] QAL --> S12[Section 12 Doctors] QAL --> PCL[Project Coordinator Lead] PCL --> PC[Project Coordinator] Compliance[Compliance Team] HR[HR Team] Legal[Legal Team] Finance[Finance Team] Payroll[Payroll Team] Mgmt[Mgmt. Information Team] </pre>	<ul style="list-style-type: none"> Fulfil statutory responsibilities Reduce waiting list Identify potential savings Releasing capacity in service provision Prevent reassessment or duty intervention Strengths based approach maximising potential
	Initial Care Act Assessment / Re-assessments		<ul style="list-style-type: none"> Fulfil statutory responsibilities Reduce waiting list Identify potential savings Releasing capacity in service provision Prevent reassessment or duty intervention Strengths based approach maximising potential Avoid challenges
Hospital	Discharge to community six week reviews	<pre> graph TD Director[Director of Service Delivery] --> SDM[Service Delivery Manager] SDM --> TAL[Talent Acquisition Lead] SDM --> OM[Operations Manager] SDM --> TM[Team Manager] TM --> QAL[Quality Assurance Lead] QAL --> SW[Social Worker] QAL --> NA[Nurse Assessor] QAL --> BIA[BIA Assessor] QAL --> S12[Section 12 Doctors] QAL --> PCL[Project Coordinator Lead] PCL --> PC[Project Coordinator] Compliance[Compliance Team] HR[HR Team] Legal[Legal Team] Finance[Finance Team] Payroll[Payroll Team] Mgmt[Mgmt. Information Team] </pre>	<ul style="list-style-type: none"> Timely reviews completed with 6 weeks Maximising potential Reducing dependency by reduce packages as people improve
	D2A placement reviews / assessment		<ul style="list-style-type: none"> Timely reviews completed with 6 weeks Maximising potential Reducing dependency by reduce packages as people improve
CHC	CHC Reviews	<pre> graph TD Director[Director of Service Delivery] --> SDM[Service Delivery Manager] SDM --> TAL[Talent Acquisition Lead] SDM --> OM[Operations Manager] SDM --> TM[Team Manager] TM --> QAL[Quality Assurance Lead] QAL --> SW[Social Worker] QAL --> NA[Nurse Assessor] QAL --> BIA[BIA Assessor] QAL --> S12[Section 12 Doctors] QAL --> PCL[Project Coordinator Lead] PCL --> PC[Project Coordinator] Compliance[Compliance Team] HR[HR Team] Legal[Legal Team] Finance[Finance Team] Payroll[Payroll Team] Mgmt[Mgmt. Information Team] </pre>	<ul style="list-style-type: none"> Reduce waiting lists for Social Workers to attend DST's Alleviate pressures in locality teams Increase possible funding from health

THE TEAM



Jenny Harris

Head of Service Delivery
Jenny.Harris@edenbrownsynergy.com



Stephanie Livingstone

Commercial Director
+44 (0)738 973 0189
s.livingstone@edenbrownsynergy.com



Nicole Bolton

Associate Director
Continuing Healthcare Division (CHC)
N.Bolton@edenbrownsynergy.com



WHY YOU CAN TRUST US

Cost-Effective Solutions

We offer dynamic programmes to address critical pressure points in children's and adults' services, helping manage caseloads and staffing challenges efficiently.

Expertise and Quality Assurance

Our team of skilled social care professionals ensures high standards through dedicated Quality Assurance Leads, overseeing every stage from selection to implementation.

Client-Centric Collaboration

We build strong partnerships with clients, using feedback to improve services and ensure long-term satisfaction. Operating on a payment-by-results model, we invoice only after confirming client satisfaction and alignment with expectations and the programme specification.

ACCREDITATIONS

An accredited supplier to a number of specialist public and not-for-profit sector frameworks:



Crown
Commercial
Service



HEALTHTRUST EUROPE™



Workforce Alliance

CASE STUDIES.

Clearing Review Backlogs and Unlocking £420k+ in Health and Social Care Savings

Division

EBS Solutions

Client

Stoke-on-Trent City Council



City of
Stoke-on-Trent

Client Background

Stoke-on-Trent City Council's Adult Social Care services support vulnerable adults with varying levels of need across the city. The service plays a critical role in ensuring residents receive appropriate care and support to maintain independence, promote wellbeing, and ensure statutory compliance.

The Challenges

Stoke-on-Trent City Council were experiencing challenges within Adults Social Care Services having a significant number of statutory overdue annual reviews. The requirement was to support the council to ensure that all service users had an up to annual review whilst ensuring that care package was appropriate to meeting need. Owing to recruitment and retention challenges, and financial pressures the workload could not be completed within the current workforce.

Consultation

EBS worked in close collaboration with the council to design a fully managed service delivery solution:

- Developed a bespoke implementation plan following a two-week mobilisation phase
- Established clear milestones, targets, and performance expectations
- Created robust quality assurance processes in partnership with council leads
- Maintained open, transparent communication with internal officers throughout the project
- Built in flexibility to respond to evolving care package requirements

Delivery

A fully resourced, experienced team was deployed to carry out high-quality annual reviews:

- Team included 1 Project Manager, 1 QA Lead, 6 Qualified Social Workers, and 1 Support Lead
- Strength-based approach taken across all assessments
- Weekly review targets set and exceeded — average 4+ reviews per worker per week
- Clear lines of responsibility, reflective supervision, and robust quality checks ensured consistency

Implementation & Oversight

Following a rapid two-week mobilisation period, the fully managed service delivery team was implemented and operational. Oversight was maintained through weekly management meetings that addressed emerging issues, case escalations, and budgetary decisions, ensuring any barriers to progress were quickly resolved. A 14-point quality audit checklist was applied to every review, overseen by the Quality Assurance Lead and Project Manager to maintain high standards. Monthly team meetings were held to support decision-making, promote reflective practice, and facilitate learning and collaboration. Regular performance reports kept all stakeholders informed of progress and outcomes, while social workers received structured supervision and support to sustain quality and consistency

The Results

The EBS Service Delivery Team exceeded expectations, effectively reducing the overdue review backlog while improving care package alignment and achieving major savings.

- 502 annual reviews completed within 26 weeks
- £420k+ in full-year equivalent savings achieved
- 100% of reviews quality-audited and delivered within expected timeframes
- Internal pressure reduced thanks to dedicated management and QA oversight
- Positive impact on service planning and budget control

“Stoke-on-Trent Council have commissioned Eden Brown on specific projects a couple of times now – the most recent being this Annual Review Backlog Project. The team met all our expectations around quality and throughput. Their assessments were strong, quality assurance was robust, and communication was open and effective throughout. We ended the project with a comprehensive closure report and all our targets met — including a savings target. Overall, a really positive project with excellent outcomes for the council.”

Sarah Totten, Strategic Manager – Adult Social Care, Health Integration and Wellbeing, City of Stoke-on-Trent Foundation Trust

Delivering 200 Annual Reviews to Support New Extra-Care Housing Launch

Division
EBS Solutions

Client
Cumberland Council



Client Background

Cumberland Council's Adult Social Care services support adults aged 18 and over who require assistance due to disabilities, physical or mental health challenges, or other care needs. The primary goal is to help individuals maintain their independence and enhance their quality of life.

The Challenges

Cumberland Council approached EBS with a critical need for a managed service that could rapidly clear a backlog of overdue annual care and support reviews within Adult Social Care. These reviews were fundamental to ensuring individuals continued to receive appropriate and safe support, and played a key role in identifying candidates for a forthcoming Extra-Care housing scheme launching in May 2025. The Council needed a partner capable of delivering a high-volume, high-quality,

face-to-face programme within a very tight 13-week timeframe — without compromising on quality or consistency.

Consultation

EBS planned a clear and collaborative setup phase to ensure smooth delivery.

- Created a full implementation plan covering start to finish.
- Aligned timelines and process with council stakeholders.
- Used experience from similar social care projects.
- Built flexibility into the plan for real-time feedback and evolving requirements.

Delivery

A dedicated team was deployed to complete the reviews efficiently and to a high standard.

- Appointed 1 Manager, 1 QA Lead, 6 Social Workers, and 1 Support Lead
- Set targets of 4+ reviews per worker per week
- Included 20% contingency for absence or delay

Implementation & Oversight

Swift implementation of a CIN team addressed the lack of capacity within the service. All cases were reviewed, and robust management oversight was provided in week 1.

Timely visits, interventions, and planning with families and multi-agency partners led to the consistent implementation of threshold and effective plans for children. Regular audits, performance reports, and senior management meetings ensured effective communication and swift resolution of emerging issues.

The Results

The EBS team exceeded expectations on every level, delivering on time, with strong communication, and high-quality outputs. The project not only reduced the review backlog but also provided valuable strategic insight to support future service planning.

- All 200 reviews completed within 13 weeks — 100% face-to-face
- All cases allocated by week 7; 160 reviews completed by then, 144 already quality-assured
- All cases successfully closed before the project deadline
- Final report offered process insights and identified areas for improvement (e.g., DoLS)
- Support extended to out-of-county reviews, with minimal disruption

“Eden Brown delivered all 200 reviews on time and to a high standard. The team was professional, efficient, and easy to work with. A well-managed and highly successful project.”

Dean Graham, Senior Manager, ASC, Cumberland Council

LET'S TALK RESULTS



We understand your pressures and we deliver your outcomes. Whether you're a Local Authority or an Integrated Care Board, Eden Brown Synergy is ready to help you meet demand, reduce risk, and improve care quality.

CONTACT

Stephanie Livingstone

07389 730 189

s.livingstone@edenbrownsynergy.com

www.edenbrownsynergy.com

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