

ADULT SUPPORT SERVICES ANNUAL PERFORMANCE ASSESSMENT ACTION PLAN
2008 - 9

Initials used in Action Plan

ASS	Adult Support Services
BME	Black & Minority Ethnic (Communities)
CCC	Cambridgeshire County Council
CCS	Cambridgeshire Community Services
CPFT	Cambridgeshire & Peterborough NHS Foundation Trust
CUHFT	Cambridge University Hospital Foundation Trust
ESCR	Electronic Social Care Record
LDP	Learning Disability Partnership
NHS Cambs	NHS Cambridgeshire
OT	Occupational Therapy
PD	Physical Disability
POVA	Protection of Vulnerable Adults
PD & SI	Physical Disability & Sensory Impairment
STENG	Social Training Enterprise Group

AREA FOR DEVELOPMENT 1			OUTCOME AREA			
Further improvement is needed to increase the number of reviews for people in receipt of services.			1. IMPROVED HEALTH AND EMOTIONAL WELLBEING			
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIME SCALE	LEAD	OTHER KEY LINKS
Service users receive an annual review of their services, ensuring the service they receive remains appropriate and their needs are met.	Action Plan in place in Disability Services: <ul style="list-style-type: none"> • Targets for teams - weekly targets are in place and monitored. • Regular monitoring - monthly meeting of senior care manager/social worker staff. • Dedicated staff – Localities / teams have dedicated review staff, as well as care managers & social workers carrying out reviews. • Uneven capacity across county - being investigated and action being taken to rectify Grouping of reviews together, where appropriate, and having review lead when multiple services in place. • Telephone reviews used where appropriate 	Reviews take place regularly leading to appropriate and effective care for service users and carers.	Through current staffing resources	March '10	Head of Disability Service, CCC	Area Managers, Disability Services, CCC
	Action Plan in place to increase number of reviews undertaken by Older People's integrated teams , streamlining processes and establishing Officer time to conduct reviews. Targets set in teams.			March '10	Assistant Director, Planned and Unplanned Care, CCS	County Manager & Area Managers, Planned Care, CCS
	Ensuring OT reviews and major adaptation reviews are counted appropriately			March '10	Community Rehabilitation Manager	OT Teams

AREA FOR DEVELOPMENT 2				OUTCOME AREA		
There needs to be a continued focus on reducing delayed discharges from hospital, particularly those attributable to social care.				1. IMPROVED HEALTH AND EMOTIONAL WELLBEING		
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
Service users are supported to leave hospital without delay when ready for discharge.	<ul style="list-style-type: none"> Joint Strategic Discharge Management Group and Discharge and >40 Day LOS Review Group established for Addenbrookes Re-utilisation of reimbursement funds and the pooled budget to extend community pathways. Development of set of performance indicators to facilitate monitoring. Streamlining of panel process Implementation of range of investments, including OPMH nursing home placements, domiciliary care for hard to reach patients, discharge cars, double-up cars and 'hard to reach' cars, increased social care workers to improve the assessment and discharge processes, interim care placements / arrangements, new Home-Finder post for self-funders and a mental health nurse within the discharge planning team. 	Service users discharged when no longer in need of acute medical care, thereby increasing their wellbeing and choice and control.	Via Pooled Budget and reimbursement funds.	March '10	<p>Director of Adult Support Services, CCC</p> <p>Assistant Director, Planned and Unplanned Care, CCS</p> <p>Director of Operations, CUHFT</p>	<p>Head of Social Care Procurement, CCC</p> <p>Discharge Planning Manager, CCS</p> <p>Commissioning Colleagues, NHS Cambs</p>

	<ul style="list-style-type: none">• Active management of delayed discharges.• Undertaking 'Root Cause' and Case note Analyses of delayed discharges.• Development of a 16 point discharge action plan, operating across the local health system.					
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AREA FOR DEVELOPMENT 3			OUTCOME AREA			
Ensure that people can access staff who are trained to support people with dementia, and that the access is equitable across the county.			1. IMPROVED HEALTH AND EMOTIONAL WELLBEING			
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
All staff groups able to access dementia training appropriate to their job role.	<p>Dementia training strategy developed in partnership with relevant parties</p> <ul style="list-style-type: none"> Identify Target Staff Groups for Dementia Training. Map current provision of training for each identified target staff group. Develop Dementia Training Strategy in partnership with training providers, including vol orgs, to address gaps identified and differentiate appropriate training programmes for each target staff group. Develop & deliver relevant training programme for each of identified staff groups: community services; specialist mental health services; local acute hospitals; local authority services; care / nursing homes; young-onset dementia staff; carers. <p>Disseminate information at Training Consortium Meetings involving Independent Training Providers</p> <p>Outcomes from training captured.</p>	Better quality services for people with dementia, delivered by trained staff	Mix of existing resources and external funding available for training .	<p>December 2009</p> <p>March 2010</p> <p>March 2010</p> <p>June 2010</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Head of Mental Health Commissioning NHS Cambridgeshire</p> <p>Assistant Director, Planned and Unplanned Care, CCS</p>	<p>NHS Cambridgeshire Head of Older Peoples Commissioning and Older Peoples Project Lead</p> <p>Training Leads, CCC, CCS and CPFT</p> <p>Head of Social Care Procurement, CCC</p> <p>County Manager, Planned Care, CCS</p> <p>County Manager, Unplanned Care, CCS</p>

AREA FOR DEVELOPMENT 4				OUTCOME AREA		
Ensure that requests for reassessments are dealt with promptly ensuring that people receive services that meet their needs.				2. IMPROVED QUALITY OF LIFE.		
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
To respond promptly to requests for reassessment due to changing needs.	<ul style="list-style-type: none"> Confirm with CCS colleagues that reassessments are covered in the action plan for OT services Effective workload management of requests for reassessment and new referrals 	Service users whose needs have changed receive appropriate equipment or other services in a timely manner.	<p>Linked to CCS action plan for OT services.</p> <p>Within the current staffing compliment</p>	<p>In line with CCS action plan for OT services</p> <p>Ongoing</p>	<p>County Manager, Community Rehabilitation, CCS</p> <p>County Manager, Planned Care, CCS</p> <p>Head of Disability Service, CCC</p>	Commissioning & Performance Manager, CCC

AREA FOR DEVELOPMENT 5				OUTCOME AREA		
Increase awareness of assistive technology equipment amongst people who use services and carers, providing them with information about support that can increase independence.				2. IMPROVED QUALITY OF LIFE		
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
The range of Assistive Technology equipment and how to access it is proactively shared with services users and carers.	<ul style="list-style-type: none"> • Further publicity in CCC & CCS publications • Continued training to teams • Continued training and awareness raising with independent sector 	Service users and carers are aware of assistive technology and access this support to increase / maintain their independence	Existing staff resources	April '10	Community Rehabilitation, CCS Assistive Technology Manager, CCS	Disability Management Team County & Area Managers, CCS

AREA FOR DEVELOPMENT 6 & 13			OUTCOME AREA			
6. Continue to focus on engaging with people from minority and underrepresented communities.			3. MAKING A POSITIVE CONTRIBUTION			
13. Engage as planned with representatives from Indian and Chinese communities.			5. FREEDOM FROM DISCRIMINATION & HARRASSMENT			
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
<p>Arrangements with Partnership Boards to ensure engagement with people from minority and underrepresented communities are strengthened.</p> <p>Continued engagement with Indian and Chinese communities to ensure they are informed of services.</p>	<ul style="list-style-type: none"> Continued discussions at 'Voices for Change' meetings. Continued development of 'Voices for Change', including development of work programme. Develop communication links between Voices for Change, Partnership Boards & ASSMT. Continued discussion at Partnership Boards . Development of work with communities as part of Transformation agenda & as part of Community Engagement strategy. Implementation of Council's Single Equality Strategy. Continuation of Community Outreach programme to engage with BME & underrepresented groups. 	<p>Members of minority groups within the community are able to contribute to strategic development of appropriate services.</p> <p>The Indian and Chinese communities are informed of services available and how to access these.</p>	Current Officer time to support Boards.	April '10	<p>Partnership Board Chairs</p> <p>Diversity Lead, ASS, CCC</p>	<p>ASS Management Team, CCC</p> <p>Head of Disability Services, CCC</p> <p>Development Manager, Independent Living, CCC</p>

AREA FOR DEVELOPMENT 7				OUTCOME AREA		
Ensure that issues raised through the user led organisation, Life Unlimited Partnership, are responded to.				4. INCREASED CHOICE & CONTROL		
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
Respond to the issues raised through the consultation exercise by the Life Unlimited Partnership.	<ul style="list-style-type: none"> Identify the actions required to address the issues and ensure these are embedded within existing action plans Provide feedback to the Life Unlimited Partnership on the progress made against the actions 	People accessing services feel confident that their views were listened to and responded to by the service.	Using resources focused on the action plans that are appropriate to take forward the work	March 2010	Community Development Manager, CCC	Head of Transformation, CCC Head of Disability Services, CCC

AREA FOR DEVELOPMENT 8 & 9					OUTCOME AREA	
<p>8. Ensure that the number of social care clients receiving self directed support, increases in line with comparator councils.</p> <p>9. Continue with the planned introduction of self directed support ensuring that all staff teams receive training to support introduction across the county.</p>					4. INCREASED CHOICE & CONTROL.	
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
All people eligible for social care support will access their services through the Self Directed Support System.	<ul style="list-style-type: none"> • Implement the self directed support system that is outcomes-focused, and provides support for individuals to make informed choices and take control of how their social care needs are met. • Detailed project plan in place • Continued rollout of training plan & other workforce development activity including: e-learning; care management forums; action learning sets; administrators forum 	Individualised support packages are designed by service users to support them to meet their needs and aspirations.	Modernisation Grant to support the Transformation of Adult Social Care.	Self Directed Support being rolled out in teams from April 2009 and to be fully implemented by April 2011.	<p>Director of Adult Support Services, CCC</p> <p>Head of Transformation, CCC</p>	<p>Assistant Director, Planned and Unplanned Care, CCS</p> <p>County Manager, Planned Care, CCS</p> <p>Director of Adults, Older People and Specialist Services, CPFT</p> <p>Head of Disability Service, CCC</p>

AREA FOR DEVELOPMENT 10			OUTCOME AREA			
Complete the introduction and use of the electronic social care record.			4. INCREASED CHOICE AND CONTROL.			
OBJECTIVE	ACTION PLAN	OUTCOME	RESOURCES	TIMESCALE	LEADS	OTHER KEY LINKS

ESCR used to store client and carer files across locality teams.	<ul style="list-style-type: none"> • Phased programme of rollout of ESCR continues, and will be achieved by . implementation in final Older People's Services teams by March 2010. • 	Social Care Records are maintained in an efficient and comprehensive overarching system, improving the efficiency of the service provided to service users.	Identified within Project Plan.	March '10	Head of Social Care Procurement, CCC	<p>Project Manager, Business Development Service, CCC</p> <p>Policy & Development Manager, Care Management & Assessment, CCC</p> <p>Procedures Development Officer, CCC</p> <p>Head of Disability Service, CCC</p> <p>Assistant Director, Planned and Unplanned Care, CCS</p> <p>County Manager, Planned Care, CCS</p>
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AREA FOR DEVELOPMENT 11			OUTCOME AREA			
Ensure that complaints procedures and processes are known and promoted to people who use services, and continue to capture changes that have been made as a direct result of complaints received.			4. INCREASED CHOICE AND CONTROL			
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
To raise awareness of the complaints procedure with service users and informal carers, and collate evidence of how complaints have influenced practice.	<ul style="list-style-type: none"> Promote the distribution of the Complaints Leaflet through Locality Teams Publicise information on the complaints procedure through existing networks e.g. Carers Newsletter, voluntary sector organisations Continue to collate evidence of complaints influencing practice and share this information widely across the service 	People using services and their carers feel confident in how to complain and that the service will learn from the investigation of complaints	Using existing routes for communication	March 2010	Customer Care Managers, CCC	Corporate Director, Service Transformation, CCC Assistant Director, Planned and Unplanned Care, CCS Head of Disability Service, CCC

AREA FOR DEVELOPMENT 12			OUTCOME AREA			
The council needs to monitor the number and type of referrals received through Home Shield scheme and use information to gauge if alternative access routes are needed to support people from hard to reach groups within the community.			4. INCREASED CHOICE AND CONTROL.			
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
Home Shield scheme developed to ensure effective partnership working enables all people to access support or services.	<ul style="list-style-type: none"> • Regular monitoring of Home Shield referrals through Home Shield Steering Group. • Identification of key themes and of any gaps in services raised at Project Board • Discuss with Voices for Change and action any adjustments required for people from minority groups. • Publicise the scheme through a range of existing networks, e.g., Carers newsletter, Parish Councils. 	Hard to reach groups benefit from the integrated approach to ensuring people can remain safely in their own home.	Existing staff resources	April '10	Head of Partnerships & Performance, CCC Age Concern Cambs.	Other Home Shield Partners

AREA FOR DEVELOPMENT 14			OUTCOME AREA			
Further increase pathways to employment for people who have learning disabilities to enable more people to move into paid work and into voluntary work.			5. FREEDOM FROM DISCRIMINATION AND HARRASSMENT			
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
Increased number of people with learning disabilities in paid work.	<ul style="list-style-type: none"> Plans within LDP teams, and with partners in training organisations & with employment service, to increase work opportunities for people with learning disabilities Work with partners in employment training organisations to review services & to develop outcomes for service users. CCC to lead work on being exemplar employer. 	More people with learning disabilities are in paid work, increasing independence and wellbeing.	<p>Existing resources.</p> <p>Contracts in place with STENGs and Papworth Trust Employment Service</p>	Ongoing	Head of Disability Service, CCC	<p>Service Development and Commissioning Manager, LDP, CCC</p> <p>Day Services Modernisation Manager, CCC</p> <p>Contracted Provider Organisations</p>

AREA FOR DEVELOPMENT 15				OUTCOME AREA		
Increase and further publicise support available to carers to assist in maintaining or returning to employment across the county.				6. ECONOMIC WELLBEING		
OBJECTIVE	ACTION TO DELIVER	OUTCOME	RESOURCES	TIMESCALE	LEAD	OTHER KEY LINKS
Carers are assisted to gain or maintain employment.	<ul style="list-style-type: none"> • Raise employers' awareness of Carers in the workforce by running workshops in commercial and statutory sector. • Support carers who work to reduce the number leaving employment to care. • CCC to lead with carer friendly policies. • Support carers back into employment. • Include carer friendly policy in contracts with independent organisations 	Carers assisted to maintain economic wellbeing, independence and quality of life through employment.	Existing resources	March 2010	Carers Strategic Development Managers, CCC	Business Link Head of Adult Client Side, CCC

AREA FOR DEVELOPMENT 16				OUTCOME AREA		
16. The council needs to work with partner agencies to increase safeguarding awareness amongst NHS staff and housing staff.				7. MAINTAINING PERSONAL DIGNITY AND RESPECT.		
OBJECTIVE	ACTION PLAN	OUTCOME	RESOURCES	TIMESCALE	LEADS	OTHER KEY LINKS
To ensure safeguarding awareness training is included in staff induction in the NHS and Housing organisations .	<ul style="list-style-type: none"> Continue to work with NHS and Housing organisations to ensure that safeguarding awareness training is included in induction. Continue to provide support for NHS and housing organisations in the development and delivery of safeguarding awareness training. Monitor the quality and effectiveness of the training provided by NHS and housing organisations to their staff. 	Safeguarding processes are strengthened in NHS and Housing Organisations, leading to greater protection from abuse for vulnerable people.	Current Officer time.	March 2010	Training and Practice Development Manager, CCC	Safeguarding and training leads – NHS Trusts, District Councils, Housing organisations .

AREA FOR DEVELOPMENT 17				OUTCOME AREA		
17. The council needs to adequately manage and use systems for recording the status of safeguarding referrals.				7. MAINTAINING PERSONAL DIGNITY AND RESPECT.		
OBJECTIVE	ACTION PLAN	OUTCOME	RESOURCES	TIMESCALE	LEADS	OTHER KEY LINKS
The council needs to adequately manage and use systems for recording the status of safeguarding referrals.	<ul style="list-style-type: none"> Continue recording the status of safeguarding referrals on SWIFT Revision of Annual Report to give data over a 3 year period. 	Recording processes are strengthened, and timeliness of progressing referrals of alleged abuse of vulnerable people to completion / closure is monitored.	Current Officer time.	March '10	Safeguarding Manager, CCC	Safeguarding leads in CCC, NHS & Housing organisations