ASSESSMENT OF PERFORMANCE 2009 - 10
AREAS FOR IMPROVEMENT ACTION PLAN
Implementation 2010 - 2011

Initials used in Action Plan

ASC	*Adult Social Care*
CCC	*Cambridgeshire County Council*
CCS	*Cambridgeshire Community Services NHS Trust*
CPFT	*Cambridgeshire & Peterborough NHS Foundation Trust*
ICES	*Integrated Community Equipment Services*
NHSC	*NHS Cambridgeshire*

OUTCOME AREA	LEADERSHIP			
AREA FOR IMPROVEMENT 1	Ensure that the ethnicity of the workforce is recorded to ensure that the Council is able to monitor equality in terms of employment and gauge if there are any barriers to employment or career progression.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD(S)**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
• The ethnicity of the workforce is captured at the recruitment stage and monitored by quarterly reporting to Strategy & Commissioning (Adult Social Care) Management Team and Operations (Adult Social Care) Management Team	• End March 2011	• Service Director Strategy & Commissioning (ASC), CCC • Service Director Operations (ASC), CCC	• Strategy & Commissioning (ASC) Management Team • Operations (Adult Social Care) Management Team	**Blue**

OUTCOME AREA	LEADERSHIP			
AREA FOR IMPROVEMENT 2	Continue to work with other Council departments and partners in pursuit of full delivery of the transformation agenda and Putting People First.			
ACTIVITY PLANNED	TIMESCALE	LEAD(S)	MONITORING OF PROGRESS VIA	PROGRESS / RAG RATING
• Progress the activities agreed through the cross Council Information and Advice Project to procure and implement a web-based system to access local information.	• End June 2011	• Head of Quality & Transformation (ASC), CCC	• Quality for Adults Programme Board	**Blue**
• Capture County Council, NHS, City and District activity and investment on prevention and develop and implement joint plans to deliver prevention services more efficiently and effectively	• End April 2011	• Head of Quality & Transformation (ASC), CCC	• Countywide Health & Wellbeing Officer Group	**Amber**
• Enhance links and partnership working with existing neighbourhood panels	• End Sept 2011	• Head of Quality & Transformation (ASC), CCC	• Strategy & Commissioning (ASC) Management Team	**Light Green**
• Improve links between public health functions, adult social care and the prevention agenda, developing and delivering an agreed action plan, in the context of the future transfer of public health functions to the County Council.	• End Sept 2011	• Service Director, Strategy & Commissioning (ASC)	• Public Health Management Team	**Light Green**

OUTCOME AREAS	• **COMMISSIONING & USE OF RESOURCES** • **IMPROVED QUALITY OF LIFE**			
AREAS FOR IMPROVEMENT 3 & 6	3. Continue to lead on the development of extra care sheltered housing schemes in 2010 - 11. 6. Continue as planned to increase the provision of extra care housing across the county, addressing the needs of people from all client user groups.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD(S)**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
• 10 year strategy in place with plan for at least one scheme to open per year. ○ 1 planned for 2011/12, which include Intermediate Care beds.	End March 2012	Head of Commissioning, Older People's Services, CCC & NHSC	Strategy & Commissioning (ASC) Management Team, CCC	**Dark Green**

OUTCOME AREA	COMMISSIONING & USE OF RESOURCES			
AREA FOR IMPROVEMENT 4	Work with and support care home providers to become more skilled and confident in providing end of life care and reduce hospital admissions.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD(S)**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
• Project in place as part of Urgent Care Network workstreams .	End March 2012	Director of Integrated Commissioning NHSC	Urgent Care Network	
o Casefinding to identify people in care homes for whom there is a high risk of hospital admissions and put plans in place to minimise this risk.				**Light Green**
o Local Enhanced Service (LES) agreement between NHSC and GPs				**Light Green**
o LES to include work with residential and nursing providers – improve performance in this area and work with homes on entry criteria and support.				**Light Green**
o Ensure all residents in Nursing Homes have an end of life plan.				**Light Green**
o Training for care home staff, including dementia training.				**Light Green**
o Medicine management – 'just in case' bags provided for residents to support their end of life plan.				**Light Green**

OUTCOME AREA	COMMISSIONING & USE OF RESOURCES			
AREA FOR IMPROVEMENT 5	Implement the plans for a county wide reablement service supporting people to remain independent and stay in their own homes.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD(S)**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
• Following roll out of new reablement model to older people across the County (November '10), embed the new ways of working cultural change	▪ End March 2012	• Assistant Director, Planned and Unplanned Care, CCS	• Reablement Project Board	**Light Green**
• Continue to refine the data collection i.e. activity / productivity / outcomes to be captured.	• End June 2011	• Head of Regulation, Performance & Business Support (ASC), CCC	• Reablement Project Board	**Blue**

OUTCOME AREA	IMPROVED HEALTH AND EMOTIONAL WELLBEING			
AREA FOR IMPROVEMENT 7	Utilise feedback about equipment and adaptations to ensure that individual support requirements are being met.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD(S)**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
• Increase personalisation, choice and control and revise the direct payments for equipment guidance to encompass ICES, telecare and equipment for sensory impairments and clarify processes for provision of Assistive Technology through SDS and personal health budgets (AT Strategy Recommendation 8.1.1. & 8.1.6 & 8.1.8)	• End Sept 2011	• Commissioning Manager ICES, (ASC) CCC & Community Rehab Manager, CCS	• ICES Commissioning Group	**Dark Green**
• Review equipment provision across ICES, telecare and SI equipment in relation to FACS criteria, prevention initiatives, consistency and efficacy of delivery and recycling (AT Strategy Recommendation 8.1.5)	• End May 2011			**Blue**
• Increased capacity and timeliness of assessment and provision of equipment through comprehensive information on equipment, through on line self assessment and through telephone advice, recommendations and prescriptions (AT Strategy Recommendation 8.1.1)	• End Sept 2011			**Dark Green**

• Maximise use of telecare as part of discharge planning and reablement in relation to medicines management (AT Strategy Recommendation 8.1.2)	• End Sept 2011	• Head of Commissioning Older People's Services, CCC & NHSC	• Reablement Project Group	**Light Green**
• Ensure that referrals through the Contact Centre can be assigned to the assistive technology team and the duty team are trained in assistive technology (AT Strategy Recommendation 8.1.11)	• End March 2012	• Head of Countywide Services (ASC) CCC	• Operations (ASC) Management Team, CCC	**Dark Green**

OUTCOME AREA	MAKING A POSITIVE CONTRIBUTION			
AREA FOR IMPROVEMENT 8	Proceed with plan to support the development of a partnership board for people from minority groups.			
ACTIVITY PLANNED	TIMESCALE	LEAD(S)	MONITORING OF PROGRESS VIA	PROGRESS / RAG RATING
• Work with the Voices for Change group to support the transition to a Partnership Board, providing infrastructure, guidance and training as necessary. This work will be informed by the activity below.	• End July 2011	• Diversity Lead (ASC) CCC	Strategy & Commissioning (ASC) Management Team, CCC	**Amber**
• Produce a Co-production Strategic Plan, part of which will review the functions and structures of Partnership Boards and will make a series of recommendations to ensure Partnership Boards have clear reporting mechanisms. The review will focus on the following elements: • The purpose/remit of Partnership Board • Use of Payments Policy • Links to commissioning and transformation teams • Influencing strategic decision-making	• End March 2011	• Community Development Manager (ASC) CCC	Strategy & Commissioning (ASC) Management Team, CCC	**Blue**

OUTCOME AREA	MAKING A POSITIVE CONTRIBUTION			
AREA FOR IMPROVEMENT 9	Continue to support the development of an improved transitions service for parent carers and young people.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD(S)**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
• Progress the Cambridgeshire Transitions Development Plan ▪ To develop consistent funding levels, contractual arrangements and processes between CYPS Social Care and Adult Support Services for young people with complex needs aged 16+. Develop practice of bespoke service design within CYPS for young people aged between 16-19 years old with complex needs.	• End Oct 2011	Transitions Team Managers, CCC	Transitions Partnership Board	**Light green**
▪ To further develop skills within Cambridgeshire Special Schools to facilitate person centered 14+ SEN Reviews, as per government guidance, using an action based plan for young people's transition into Adult Support Services. Person centeredness will be demonstrated in the classroom by Jan 2012. As well as ensuring that there is a comprehensive monitoring processes in place for the 14+ reviews.	• End Jan 2012			**Dark green**
▪ To implement the outcomes from the 'Learning for living' pilot.	• End Sept 2011			**Light green**
▪ To ensure that young people with disabilities and their parents/carers are engaged and consulted with at a strategic level regarding the transition process. Any actions resulting from this engagement should then be taken in order to meet their needs as a key stakeholder.	• End June 2011			**Blue**

▪ To ensure that the appropriate resources and skill set are available to coordinate the transition process, including the recruitment and induction of a County Health Transitions Coordinator.	• End Oct 2010			**Blue**

OUTCOME AREA	INCREASED CHOICE AND CONTROL			
AREA FOR IMPROVEMENT 10	Undertake work with mental health services to improve the number of reviews of care plans for people who use mental health services.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD**	**MONITORING OF PROGRESS VIA**	**PROGRESS**
▪ Adult Mental Health Services Action Plan to be developed by Social Care Lead in Cambridgeshire & Peterborough NHS Foundation Trust to ensure annual reviews are consistently carried out	End April 2011	Head of Commissioning, Mental Health & Supporting People, (ASC) CCC	Partnership Review Meeting between CCC & CPFT	**Blue**
▪ Monitor delivery of the Action Plan activity regarding reviews throughout the year	End March 2012	Head of Commissioning, Mental Health & Supporting People, (ASC) CCC	Partnership Review Meeting between CCC & CPFT	**Light Green**

OUTCOME AREA	INCREASED CHOICE AND CONTROL			
AREAS FOR IMPROVEMENT 11, 12 & 13	11. Implement and monitor the effectiveness of the Council's plans and priorities to ensure that people are offered increased choice and control over the services and support they receive. 12. Continue to implement Putting People First priorities and ensure that people benefit from a wide range of self directed support. 13. Further increase the uptake of self directed support and monitor progress.			

ACTIVITY PLANNED	TIMESCALE	LEAD(S)	MONITORING OF PROGRESS VIA	PROGRESS / RAG RATING
▪ Continue to embed the cultural change required to ensure SDS leads to greater choice and control.	• End March 2012	• Assistant Director, Planned and Unplanned Care, CCS • Service Director, Operations (ASC), CCC	SDS & ESCR Governance Group	**Dark Green**
▪ Roll out SDS in Adult Mental Health services.	• End March 2012	• Head of Commissioning Mental Health & Supporting People (ASC) CCC		**Light Green**
▪ Monitor performance of teams in supporting people through SDS.	• Ongoing	• ALL 3 LEADS ABOVE		**Light Green**
• Work proactively to ensure the benefits of implementing transformation and Putting People First are realised for local people (see Area for Improvement 2)	See Area for Improvement 2 above	• Head of Quality & Transformation (ASC), CCC		**Light Green**

OUTCOME AREA	INCREASED CHOICE & CONTROL			
AREA FOR IMPROVEMENT 14	Evaluate the reasons for the low level of complaints received to ensure that the numbers received reflect a high degree of satisfaction rather than a general lack of awareness of their right to access to the complaints procedures.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**

▪ Complaints Procedure Training Programme to be rolled out to all staff to ensure that all managers are aware of:-
  • Their responsibility to inform service users of how to make a complaint
  • The Complaints Process
	• End March 2011	▪ Customer Care Managers, (ASC), CCC	Strategy & Commissioning (ASC) Management Team	**Blue**

▪ Link with established provider and user groups to promote awareness of the Adult Social Care Complaints	• End March 2011			**Blue**
▪ Ensure information about making a complaint is available on the internet and intranet in line with the Information and advice project.	• End June 2011			**Blue**
▪ Continue to send out Customer Satisfaction Survey and collate information.	• Ongoing			**Blue**

OUTCOME AREA	MAINTAINING PERSONAL DIGNITY & RESPECT			
AREA FOR IMPROVEMENT 15 & 16	15. Continue to drive improved safeguarding practice across all services and in partnership with the Mental Health Trust deliver e-learning on safeguarding to all staff. 16. Continue to monitor safeguarding referrals to consider numbers of referrals, and issues raised – intervening when indicated if referral pattern continues to drop / establishing threshold if being adhered to.			
ACTIVITY PLANNED	**TIMESCALE**	**LEAD**	**MONITORING OF PROGRESS VIA**	**PROGRESS / RAG RATING**
▪ Revision of Adult Safeguarding Guidance and Procedure to be launched in January 2011 and promoted across all partner agencies and organisations.	• End April 2011	▪ Adult Safeguarding Manager, CCC	Adult Safeguarding Board	**Blue**
▪ Continue regular attendance by Adult Safeguarding Operational Manager at locality team meetings to promote best practice.	• Ongoing	▪ Adult Safeguarding Operational Manager, CCC		**Light Green**
▪ Continue ¼ meetings between Adult Safeguarding Operational Manager and Adult Safeguarding Leads to discuss issues and promote best practice.	• ongoing			**Blue**
▪ Implementation of e-learning programme for safeguarding in Adult Mental Health services.	• End June 2011	▪ Social Care Lead, CPFT		**Blue**
▪ Use AVA returns to monitor referral partners with 1/4 feedback to the Board	• End March 2011	▪ Adult Safeguarding Manager, CCC		**Blue**
▪ Develop service user & carer safeguarding forum and involve service users in the work of the Adult Safeguarding Board.	• End March 2011			**Blue**