

Essex County Council: Adult Health and Community Wellbeing: Improvement Plan (Incorporating the Annual Performance Assessment Improvement Plan 2010/11)

Date: 11th June 2010

Area for Improvement	Rating	Improvement Objective	Background / Rationale	Improvement Plan Response Area	Actions Underway and Planned	SMT Owner	Lead Officer	Progress Report
Leadership		Ensure that the outcomes from various safeguarding adult's projects across the county are used effectively to influence future safeguarding adults practice.	The aim of the directorate is for the incorporation of safeguards into everyday practice; the safeguarding of vulnerable adults should be the priority at all reviews, assessments and meetings etc.	Inspection 2010	• To implement 'Raising Practice Standards' groups.	Sue Hawkins		
				Inspection 2010	• To develop safeguarding action / practice learning sets.	Sue Hawkins	Stephen Bunford	
				Inspection 2010	• To establish regular meetings with the locality safeguarding lead Operational Service Managers.	Sue Hawkins	Stephen Bunford	
				Inspection 2010	• The establishment of debriefing (mandatory thinking) sessions for the management team, responsible for the delivery of safeguarding adult responses.	Liz Chidgey	Sue Hawkins	•ASC Management Team - review of safeguarding Incident / response discussion sessions, have been established, as part of the scheduled ASC MT meetings for 2010. The first meeting took place on 4th May 2010. • Future meetings to be scheduled on an 'as and when' basis.
Commissioning and Use of Resources		Continue to strengthen joint commissioning practice with health partners to secure improved outcomes for vulnerable adults, older people and their carers.	The aims of the joint commissioning agenda with health include • Developing a seamless service for the citizens of Essex • Considering the cost effectiveness and procurement savings achievable through pooled budgets • Establishing joint commissioning and common framework agreements • Agreeing a common delivery agenda and be explicit about priority outcomes to be achieved • Articulating clearly the level of organisational responsibility	Inspection 2010	To appoint Jenny Owen to the role of Deputy Chief Executive for Essex County Council leading; • the strategic development and delivery of the Council's Adult Social Care service including; >• direct and commissioned services. The role also has responsibility for Adult Community Learning and Libraries to achieve the service synergies and strategic focus for the wider community wellbeing agenda. As Deputy Chief Executive, Jenny will have corporate leadership responsibility for developing new ways of commissioning our people services and for ensuring integrated working with health.	Jenny Owen	Craig Derry	Establishment of Jenny Owen in the new Deputy Chief Executive for Essex County Council, communicated in April 2010.
		Improve communication with third sector and independent sector and address their concerns raised regarding contracting processes.	• To establish engagement with providers in commissioning processes.	Inspection 2010	• EICA Meeting (Liz Chidgey and David Holroyd) • Home Support Services contract renewal proceeding via a competitive dialogue model with domiciliary support providers.	Will Patten		Cross reference with Annual Performance Assessment item; <i>The council needs to continue its work to shape the market to ensure it can respond to the move to self directed support.</i> 'Efficiency and IT solution, good dialogue ideas feedback received from providers, possible agreement that we could add in a two hour return around on acceptance of a care package and 48 hour leading time on the start of the package for normal care packages and shorter for hospital discharges.' WP @ Exec Board 13th May
			• To develop and deliver training to meet joint objectives at all levels	Inspection 2010	• Review the Workforce Development Plan	Karen Wright	Danny Canning	
		Ensure that all people who use services are provided with an opportunity to give feedback on the quality of services they receive.	• To review and promote the methods and opportunities for service users and user organisations to provide feedback.	Inspection 2010	• Create media advertising, leaflets and adverts in supermarkets	Clare Hardy	Rob Field	Investigation of the options to be considered; - links to be made with Val Wass & Sue Hawkins to consider where the responses from the public would be received. - target group potentially to be informal carers and neighbours expressing concerns on behalf of those receiving a service - to determine if service users are already satisfactorily covered by receipt of the Complaints and Representations leaflet. Rob to link with Val Wass
				Inspection 2010	• To commission development of a survey from the Research Team , to allow the gathering of feedback of service users and carers who have received an intervention from the Social Care Direct Team	Sue Hawkins	Gill Thomas	Govmetric tools ruled out - alternative feedback methodology to be developed by the Research Team
				Inspection 2010	• Show how service user feedback is and will be actioned (consideration of an online feedback mechanism including publishing RAG reporting of providers and / or an Ebay - Trip Advisor style feedback collection)	Will Patten	Val Wass	
			• To achieve a culture of continuous improvement in relationships with service users and other professionals; transparency about success and failure.	Inspection 2010	• Engagement of voluntary sector partners • show consistent partnership working.	Will Patten		
			• To develop a culture that celebrates success and leads to staff feeling confident and empowered to be leaders and partners in service development whatever level they're working at; choice and control for staff as well as service users	Inspection 2010	• Establishment of the Staff Engagement Panel	Karen Wright	Suzie Ward	• Establishment of both; > Formal Staff Engagement Panel > Wider Virtual Staff Engagement Panel (using a forums site to host discussion)
			To fully demonstrate the use of service user input into leadership decisions: with a full record of service users views and carer views in discussions – learning culture needs to 'catch up' with personalisation agenda	Inspection 2010	• Consider a review of enagement with the planning groups, and feedback mechanisms for showing how contributions have influenced the design and decision making processes	Craig Derry		• Formation of a User Reference Group by Essex Coalition of Disabled People.
				Inspection 2010	• Investigate service user and carer participation within the development of commissioning strategies. > representation within the new Senior Operational Development Manager led commissioning groups.	Will Patten		
		Engage older people who identify as lesbian, gay, bisexual and vulnerable groups	• Meaningful engagement in respect of LGBT people and vulnerable groups	Inspection 2010	• Review the Evidence Team Research completed in 2009. Identify recommendations for implementation.	Karen Wright		
				Inspection 2010	• To establish a strategy to increase awareness of support available to LGBT people and vulnerable groups (among staff and service users) <i>to be commissioned from the SS/IT.</i>	Karen Wright	Ros Wilson	

		gay, bisexual and transgender to develop services to meet their needs.	and vulnerable groups • Effective planning to support these groups now and in the future	Inspection 2010	• Hold specific consultation/ engagement activities/ events targeting LGBT and vulnerable groups -> Good consultation/engagement work with LGBT and vulnerable groups • To complete a benchmarking research exercise to learn from elsewhere: how have other authorities engaged LGBT groups.	Craig Derry	Maire Maisch (MKA Associates)	
Safeguarding		Continue with information and publicity campaigns to ensure that all citizens are provided with accessible information to empower them to keep safe and raise a safeguarding adult's referral.	• Planning groups to consider targeting specific groups and identifying methods to access them (e.g village halls, local magazines, stickers on dustbins, leaflets)	Inspection 2010	• Include safeguarding issues in Essex People Survey	David Williams	Gay Leggett	
			• Improved safety of vulnerable adults in Essex • AskSAL is the vehicle by which the profile of safety/safeguarding is raised/maintained • Recognising that English is not first language of some service users and that this has implications for use of helplines/first contact etc. >• Marginalised groups are reached • Consider range of options to promote safeguarding, including sponsorship options e.g. council tax, bills, buses, social marketing campaigns, social networks, links with national organisations, linking with existing festivals/events	Inspection 2010	• Safeguarding and Community Safety campaigns to increase public awareness and ability to refer Possible avenues to explore are: • Promoting Community Safety for people with a Learning Disability/Autism • A new approach to promoting community safety for example via a multi-agency DVD/Advert – how to stay safe etc • Potential community safety events – for example staying safe through the winter, safe communities etc, multi-agency events similar to a smaller scale Later Life Expo • Supporting ESAB's marketing activities with a research exercise to establish ways of making people feel safer – i.e. targeted consultation with communities (but would require commitment to firm follow-up actions)	Sue Hawkins	Wesley Jarvis	
		Continue to develop advocacy services to meet the needs of all individuals and communities.	To conduct a review of the advocacy referral processes, with a view to; • Raising awareness • Establishing monitoring of the use of advocacy (including IMCA) within safeguarding processes • Research of current advocacy services - quality, availability and accessibility.	Inspection 2010	To commission; • development of a monitoring process. • research activity to review current services • inclusion to communications plan for staff responding to Safeguarding Alerts	Sue Hawkins	Stephen Bunford	• Monitoring tools already in place to track the use of the IMCA service. • To investigate way of monitoring the use of advocacy services within all safeguards responses.
		Should continue to develop ways to receive feedback from people who have been subject to safeguarding enquiries.	To invite and encourage feedback from service users who have been subject to a safeguarding adults response by ECC	Inspection 2010	• To be cross referenced with Leadership section; <i>Ensure that the outcomes from various safeguarding adult's projects across the county are used effectively to influence future safeguarding adults practice.</i>			• To be cross referenced with Leadership section; <i>Ensure that the outcomes from various safeguarding adult's projects across the county are used effectively to influence future safeguarding adults practice.</i>
				Inspection 2010	• Information / Leaflets to be developed to be left with service users following safegaurding adult responses, to invite feedback.	Sue Hawkins	Stephen Bunford	
		Ensure that partner agencies are communicated with regarding the outcomes of safeguarding adult's investigations.	To ensure that all partner agencies are aware of the action taken in response safeguarding alerts raised and the outcomes of the investigations. • To support and encourage further partnership	Inspection 2010	• To investigate and confirm current provisions for providing feedback to referring agencies within the safeguards practice guidance.	Sue Hawkins	Stephen Bunford	• Revised practice guidance has been developed and approved by the Process and Systems consultation Group and Adult Social Care Management Team.
				Inspection 2010	• To develop quality assurance of the application of practice guidance that outcome information should be shared with referring agencies.	Sue Hawkins	Stephen Bunford	• A Quality Assurance Framework, for the monitoring of the implementation of the safegaurds practice guidance has been developed, and signed off (alongside the practice guidance) • .The first quality assurance audit is proposed for September / October 2010.
		Ensure that older people and their carers are provided with information and support when they are discharged from hospital.	• Improved access to information and services o Equality of information across all areas of the County o Improved collaboration between partners agencies to benefit (P), service users and carers Improve service delivery through: • Benchmarking working in respect of joint discharge planning (HAT: ECC: Acute: PCT)	Inspection 2010	• Providing television option with supporting leaflets/business cards with contact numbers • Develop HAT information pack (ECC comms. dept., public engagement, media teams, ?Paul Lister to sponsor)	Audrey Bancroft	Paul Lister	Raised as an action and agenda item in the Hospital Assessment Teams Functional leads meeting for the establishment of a working group.
		Continue to develop services and improve training for staff to support older people at the end of their life.	To improve the knowledge of all professionals of care pathways for end-of-life care.:	Inspection 2010	• Asking leads from each profession to develop care pathway documentation	Karen Wright		
			Review training programme for EoL Care	Inspection 2010	• Promote development of and uptake of training programmes (Steve Pruner)	Karen Wright	Danny Canning	

Outcome 1: Improved health and emotional well-being		<ul style="list-style-type: none"> Ensure that older people's carers are provided with health advice to support them in their caring role. 	<ul style="list-style-type: none"> Engaging practice managers at GP surgeries 	Inspection 2010		Craig Derry	Lynda Hampel	<p>The East of England Strategic Health Authority has funded a project to enable a series of Carer Awareness seminars to be held in the Essex region. We are required to work with PCT colleagues and to ensure that 341 delegates receive this training in the allocated timeframe of 6 months and funding of £51,083 has been received to facilitate this.</p> <p>The aim of the sessions is to raise awareness of the informal carer, how to identify them and signpost them to other sources of support and advice. The core presentation is given by 'Carers UK' supported with important local help and initiative information from the Carers Strategy team.</p> <p>The brief requires delegates to be drawn from a multi-disciplined range of organisations such as health care trusts, voluntary organisations, care providers and local authorities. In order to attract busy health care professionals such as GP's practice nurses, pharmacists, community matrons, etc, we have also offered to reimburse the costs for locum cover - an offer which is gradually being taken up.</p> <p>We held the first seminar in Chelmsford in March and feedback from the 87 delegates was positive. The schedule for the remaining seminars is as follows:</p> <ul style="list-style-type: none"> o ECC and NHS North East Essex in Colchester on the 18th May. o ECC and South East & South West Essex PCTs in Billericay on the 10th June o ECC and West Essex PCT in Harlow on the 25th June.
Outcome 2: Improved quality of life		Ensure that all assessment and care planning processes consider older people's personal aspirations.	<p>Professionals should have a better understanding of people's short- and long-term goals and aspirations for QoL to assist in delivering;</p> <ul style="list-style-type: none"> >• Improved mental health for people at home >• Increased physical and mental activity >• Reduction in social isolation <p>Need to recognise that QoL means different things to different people and question assumptions about what people want in this respect</p>	Inspection 2010	<ul style="list-style-type: none"> Review of the assessment and review tools and provision within them for capturing personal aspirations and goals. Review of the training for assessment and support planning. 	Karen Wright	Ros Wilson	
			<ul style="list-style-type: none"> People should be enabled to express a view about quality of life 	Inspection 2010	<ul style="list-style-type: none"> Delivery of training for operational staff on assessment and support planning skills (incorporating recording of aspirations and goals). 	Karen Wright	Danny Canning	
			<ul style="list-style-type: none"> When working with service users, ask questions about QoL aspirations and needs; listen; recognise QoL needs will change over time 	Inspection 2010	<ul style="list-style-type: none"> Review of the quality monitoring criteria for assessments and support planning. Review of the training for staff completing the quality monitoring of assessments and support planning. Review of the Quality Assurance Framework tools to ensure they monitor for the inclusion of aspirations. Monitoring of the effective of use by operational staff via the Quality Assurance Framework reporting. 	Karen Wright	Ros Wilson	
				Inspection 2010	<ul style="list-style-type: none"> Delivery of training for staff completing the quality monitoring role. 	Karen Wright	Danny Canning	
			<ul style="list-style-type: none"> Increased focus on prevention 	Inspection 2010	<ul style="list-style-type: none"> To increase the accessibility and use of universal services and reference to / development of the Citizens Portal. 	Karen Wright	Helen Whitting	
				Inspection 2010	<ul style="list-style-type: none"> To maximise the opportunities for older people to remain as independent as possible through promotion and use of equipment, minor adaptations and reablement. 	Pauline Holroyd		
			<ul style="list-style-type: none"> Implementation of complex, integrated support planning 	Inspection 2010	<ul style="list-style-type: none"> Establishment of a Support Planning Functional Leads Group, to support the embedding and developing of support planning practice with staff undertaking the support planning role both employed by Essex and within the 3rd sector. 	Karen Wright	Steph Planchenault	
		Ensure that carers are offered a carers assessment and subsequent review of their needs.	<p>Ensure carers are aware of their entitlement to an assessment and their choice;</p> <ul style="list-style-type: none"> • of a telephone assessment / review • to a face to face assessment. • to be included in a joint assessment or to have a specific carers assessment 	Inspection 2010	<p>Cross reference to APA Improvement Objective</p> <p><i>Continue to evaluate the initiatives underway in promoting carers assessments.</i></p>	Pauline Holroyd		
		Ensure that older people who receive domiciliary care are provided with support to meet their holistic needs.	<ul style="list-style-type: none"> Move to more robust contracting Identify products that allow choice and control for service user: change the contracts and/or some of the suppliers 	Inspection 2010	<p>Link to the objectives of the Home Support Services contract, competitive dialogue and service specification.</p>	Will Patten	Mary O'Mahoney	
				Inspection 2010	<p>Quality assurance of domiciliary care providers, care plans, and care planning practices.</p>	Will Patten	Val Wass	