

SIP 2009/2010 Community Care






Report Author:


Report Type: Action Report

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Rows are sorted by Action Code & Title.


Action Status	
 Completed	 Assigned; In Progress
 Unassigned; Check Progress; Not Started	 Overdue
 Cancelled	

Theme: Community Care								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
CommS09S IP_3.1	National Outcome 6 – Service Priority 3.1 – Developing Planned Care & Unscheduled / Emergency Care – “We live longer, healthier lives” Local Priority 1 – Health & Local Priority 3 – Elderly & Vulnerable	1. To establish a Home from Hospital Service in Buckie (older people). 2. Reduce the number of people 65+admitted twice or more as an emergency by 20% (compared against 2004-05). 3. Achieve agreed improvements in the early diagnosis and management of patients with a dementia by March 2011.	1. New Home from Hospital services in place. 2. Number of people 65+, admitted twice or more as an emergency is met. 3. Complete Dementia Strategy up to 2014 and implement recommendations.	Overall priority timescale - 31/12/2009 1. 30/09/2009 2. 30/09/2009 (ongoing) 3. 31/07/2009 (completion of strategy) 31/12/2009 (implementation of recommendations)		41% overall 1. 100% 2. 3% 3. 20%	Quarter 2 update - 1. Home from Hospital Service started in Buckie on 26 th October 2009. 2. Baseline of 39.5 admissions per 1000 pop of Moray has been established for 2004/5. Latest figure for July 2009 is 39.3. This represents 3% of the 20% target. 3. The timescale for developing a Moray strategy for dementia has been delayed by the Scottish Govt’s decision to produce a national strategy. Consultation on the national strategy is currently underway and the final document will inform the local strategy. The revised timescale for completion of the Moray strategy is July 2010 and for implementation by December 2010.	Jane Mackie; Charles McKerron; Mike Perera

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CommS09S IP_3.2	National Outcome 6 – Service Priority 3.2 Strengthening the Commissioning of Services - “We live longer, healthier lives.” Local Priority 1 – Health & Local Priority 3 – Elderly & Vulnerable (MCHSCP Performance Management Plan 2009/10)	1. To ensure that all commissioned services are reviewed and comply with regulations. 2. Re-tender for Domiciliary Care Services for older people.	1a. Implement and Monitor Contract and Commissioning Plan (set until 2011). 1b. Quality Award for all Care Homes is achieved. 2a. Tender pre-qualification questionnaire completed. 2b. Intimation to tender. 2c. Service provider approved.	Overall priority timescale - 31/03/2010 1a. Ongoing 1b. Ongoing 2a. 31/05/2009 2b. 31/05/2009 2c. 30/09/2009		72% overall 1a. 50% 1b. 53% 2a. 100% 2b. 100% 2c. 80%	Quarter 2 update - 1a. No issues to report. Monitoring ongoing. 1b. Currently, 53% of all care homes have met the staff-training target. Support has been offered to the remaining homes in terms of how they will achieve this target. 2a. Completed. 2b. Completed. 2c. Tender Panel to meet and approve service by the end of November.	Charles McKerron; Jane Mackie
CommS09S IP_3.3	National Outcome 6 – Service Priority 3.3 Promoting Care in the Community, Selfcare & Telecare - “We live longer, healthier lives.” Local Priority 1 – Health & Local Priority 3 – Elderly & Vulnerable	1. Implement Home Care Change Programme (including Out of Hours Service). 2. Ascertain % of carers who feel supported and capable to continue in their role as a carer.	1a. Develop Home Care Change Programme. 1b. Home Care Change Programme implemented. 2. Baseline for % of carers who feel supported and capable to continue in their role identified through Carer Review.	Overall priority timescale - 30/04/2010 1a. 31/01/2009 1b. 30/04/2010 2. 30/06/2009		77% overall 1a. 100% 1b. 50% 2. 100%	Quarter 2 update - 1a. Plan for Home Care Change Programme developed. 1b. Home Care Change Programme will commence with a pilot in the Keith and Speyside area on 16 November 2009. 2. Baseline of 90% agreed by Audit & Performance Committee on 26 th August 2009. For Q1, 93% of 41 carers and for Q2, 98% of 60 carers gave an affirmative response when surveyed.	Charles McKerron; Robin Paterson


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		3. Complete staff "Community Care Outcomes" and "Talking Point" training through in service days (except Learning Disabilities).	3. Complete staff 'Community Care Outcomes Framework' and 'Talking Point' training and mentoring through in service days (except Learning Disabilities).	3. 30/06/2009		3. 100%	3. Training successfully undertaken in relation to Older People and Physical and Sensory Disability Service Development Days held on 30 th June 2009.	
		4. To have appropriate healthy living advice in suitable formats for people who have learning disabilities.	4. To have catalogued all suitably formatted information.	4. 30/09/2009		4. 100%	4. Completed.	Anne Slee and Judy Fairburn; Pauline Knox
		5. To provide 4 self care workshops each year, for service users with long term conditions, which are facilitated by OT staff. (i.e. address the needs of priority 3 referrals).	5. 1 Workshop undertaken for each quarter.	5. 30/06/2009 (and then ongoing)		5. 100%	5. 2 workshops completed 1 per quarter on fatigue management. Held at Moray Resource Centre. Now that this has been established it will be an on-going process	
		6. Implement the plan for a Forres Mental Health Recovery Centre and plan the development of a Keith Mental Health Recovery Centre.	6a. Identify suitable location for premises. 6b. Committee approval of plan.	6a. 31/10/2009 6b. 30/04/2010		6a. 0% 6b. 0%	6a,b. Estimated building costs reported as significantly higher than allocated budget. Current financial restrictions will mean that building options cannot be reviewed until April 2010	
		7. To increase the annual provision of respite care by 32 weeks for 2008-09 and by a further 64 weeks for 2009-10 for all Community Service client groups.	7. Annual provision of respite care increased in line with target 2008-09 and 2009-10.	7. 30/04/2010		7. 70%	7. Met target for 08/09 and in line to meet target for 2009/10	
CommS09S IP_3.4	National Outcome 6 – Service Priority 3.4 Addressing Inequalities - "We live longer, healthier lives." Local Priority 1 – Health & Local Priority 3 – Elderly & Vulnerable	1. To ensure that all Community Care policy, procedures and all other plans and publications are Equality Impact Assessed (EIA'S). 2. Engage with services users to identify any areas of inequalities and to promote service user involvement in the planning of	1. EIA's are to be undertaken as part of the approval process for all new policy and procedures. 2a. Ensure that key partnership work areas requiring public engagement are	Overall priority timescale - 31/03/2010 1. Ongoing 2a. 31/05/2009		71% overall 1. 50% 2a. 80%	Quarter 2 update - 1. EIA's undertaken as an integral part of the development of all new policies and procedures. No issues to report. 2a. Draft completed and consultation to be undertaken by December 2009.	Robin Paterson Robin Paterson; Ann Griffin

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		services.	identified in the public engagement strategy.					
			2b. Undertake staff training in public engagement.	2b. 30/06/2009		2b. 100%	Patient Focus and Public Involvement Training now completed for staff. Local toolkit to be developed by December 2009.	Ann Griffin
			2c. Support the development of service user forums (e.g. Disability and Learning Disability).	2c. 31/12/2009 (then ongoing)		2c. 80%	Physical and Sensory Disability Forum now re-launched and meeting regularly. Learning Disability Forum being supported and further developed. Forum to oversee the implementation of the Older People's Strategy currently being recruited for (first meeting in December).	
			2d. Develop stronger links with the community planning process leading to increased levels of service user involvement.	2d. 31/12/2009 (then ongoing)		2d. 67%	2d. Full commitment given to the development of the Corporate Community Support Unit and the adoption of the national standards for community engagement.	
		3. Increase the number of people using direct payments.	3. 4 Staff training sessions to be held each year. 1 training session per quarter	3. 1/qtr		3. 50%	3. 1 staff-training event has been held for each quarter (Q1 and Q2). Further training events planned for next 2 quarters.	Charles McKerron
		4 Increase the use of digital stories for customer feedback by 48 per annum.	4. Target for the use of digital stories achieved. 12 stories per quarter	4. 12/qtr		4. 100%	4. 101 stories created to date since the start of the project. Target has been exceeded.	
		5 Develop systems, which enable people with Learning Disabilities to access health services in a way which does not exacerbate their difficulties.	5. Systems in place for those with Learning Disabilities to access health services in a way which does not exacerbate their difficulties.	5. 31/12/2009		5. 50%	5. LD awareness training in place for NHS staff including dental staff. Audit of LD issues in Dr Grays (contact cards and liaison nurses in place at Dr Grays and GPs, information folders being developed for all ward areas). Action plan in place to ensure compliance with QIS. Developing admissions flowchart for Dr Grays. Informal process in place with dental services. Representation on working group to develop Manage Clinical Network on dental care for those with special needs.	Anne Slee


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		6 To ensure the implementation of the Adult Support and Protection Act 2007.	6. 50% of adult Community Care will have attended awareness training and 80% of Council Officers have received specialist adult protection training.	6. 31/12/2009		6. 100%	6. 58% of Community Care staff have attended awareness training. 89% of Council Officers have undertaken Module 2 training; 72% Module 3 and 69% have done Module 4 training.	
CommS09S IP_3.5	National Outcome 6 – Service Priority 3.5 Improving Workforce, Standards & Infrastructure - “We live longer, healthier lives.” Local Priority 1 – Health & Local Priority 3 – Elderly & Vulnerable	1. Develop an electronic MCHSCP Staff Newsletter (Newsbeat). 2. Establish quality assurance systems for Community Care. 3. Monitor data quality on CareFirst and in case files. 4. Develop and implement a strategy for Telecare / Telehealth. 5. To establish the future need for Learning Disability Services in Moray through the	1. Staff Newsletter distributed. 2. Care standards within social care, including care governance, care management standards, incident reporting and peer review in place and implemented. 3. Performance management reviews taking place for all community care service areas per month. 4a. Initiate Strategy. 4b. Carry out stakeholder consultation exercise. 4c. Implement Strategy. 5a. Completion of JIT Workbook.	1. 30/4/09 (every quarter thereafter) 2. 31/12/2009 3. 3 review meetings per each quarter 4a. 30/06/2009 4b. 30/09/2009 4c. 31/03/2010 5a. 31/07/2009		67% overall 1. 75% 2. 67% 3. 50% 4a. 100% 4b. 100% 4c. 40% 5a,b,c. 50%	Quarter 2 update - 1. 3 issues of 'Newsbeat' completed for May, July, and October. (Oct printed in Sept) 2. Care Governance policy and procedure adopted, remit for establishing a social care professional governance board agreed, draft PSIF Community Care Action Plan developed and PSIF Service Managers Briefing Day organised for November. 3. Carefirst Team Manager continues to meet care managers on a monthly basis. 4a. Identified baselines etc Sept 08 to Jun 09 when service review was undertaken by Joint improvement Team (JIT). 4b. Undertaken 16.09.09 as part of service review by JIT. Other stakeholder consultations will be ongoing. 4c. Strategy document and action plan currently in draft following JIT review exercise 5a,b,c. Key theme agreed. Consultation has taken place will all LD parents, service users, providers. More	Jane Mackie; Robin Paterson; Anne Slee; Lorna Bernard

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		development of a new Learning Disability Strategy.	5b. Report submitted to Health & Social Care Committee.	5b. 30/11/2009			detailed consultation with parents to take place during November 2009. Intention to submit an up-date report to the February 2010 meeting of the Health and Social Care Committee.	
			5c. New Learning Disability Strategy developed.	5c. 31/03/2010				
		6. Shift the balance of care from institutional to 'home based care'.	6. Achieve an annual 1% budget reinvestment from institutional to home care services (older people services only).	6. 30/04/2009		6. 100%	6. Budget reinvestment completed successfully completed for 2009/10.	Jane Mackie
		7. 100% of care plans are in place for service users with confirmed learning disabilities, 6 months prior to their planned school leaving age.	7. Transition Policy approved and acted on	7. 31/10/2009		7. 80%	7. Council Transitions policy in draft. Meeting with Head of Community Care and Head of Children's services arranged for Nov 09 to take forward.	Anne Slee
		8. Develop the Sharepoint intranet site for Community Care staff.	8a. User Group to meet once every quarter. 1 meeting per quarter	8a. 1/qtr		8a. 50%	8a. Frequency of group meetings now increased to once per month. All meetings for 2010 scheduled.	Roddy Huggan
			8b. Sharepoint to be formally launched.	8b. 31/07/2009		8b. 50%	8b. Consultations being undertaken regarding how the Sharepoint site can be improved. Planned 'formal launch' now scheduled for December 2009.	
			8c. The number of sharepoint users will continue to increase (traffic monitored monthly).	8c. Quarterly		8c. 50%	8c. For Community Care, the number of staff log-ons for July 2009 was 1299. For August, this has increased to 1716, an increase of 417	
		9. Develop a revised Physical and Sensory Disability Strategy.	9a. Agree strategy	9a. 31/01/2010		9a. 60%	9a. A strategy group has been formed and a series of meetings set. On schedule for completion by 31.01.10.	Charles McKerron
			9b. Implement strategy.	9b. 31/03/2010		9b. 50%	9b. On schedule.	

Theme: Criminal Justice

Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
Comms09 SIP_5.1	National Outcome 9 – Service Priority 5.1 Strengthening public protection arrangements - “We live our lives safe from crime, disorder and danger” Local Priority 2 – Alcohol and Local Priority 6 – Attainment & Achievement	<ol style="list-style-type: none"> 1. Introduction of one-to-one programme of offence focused work. 2. Introduction and monitoring of the National Standards for Community Service. 3. Improve employability of Criminal Justice clients through partnership with Moray New Futures. 	<ol style="list-style-type: none"> 1. Programme introduced 2. Meeting targets for the National Standards for Community Service. 3. Meet the annual target of referrals. 	<p>Overall priority timescale - 31/03/2010</p> <ol style="list-style-type: none"> 1. 30/04/2009 2. 31/03/2010 3. 31/03/2010 		50% overall	<p>Quarter 2 update –</p> <ol style="list-style-type: none"> 1. Not yet introduced. Edits ongoing to make it fully functional. 2. On-going 3. On track to meet annual targets 	Blair Dempsey