

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 | | | | | | | | |
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| 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) |  | 48% overall 1. 100% 2. 25% 3. 20% | Quarter 3 update - 1. Home from Hospital Service started in Buckie on 26 th October 2009. 2. The 20% target represents 31.6 admissions per 1,000 pop of Moray. While this target has not been met, the latest figure for October 2009 is 37.5 per 1,000 pop. This compares to 39.3 reported for July 2009. This is a positive performance trend. 3. As noted for quarter 2, the timescale for developing a Moray strategy for dementia has been delayed by the Scottish Govt's decision to produce a national strategy. The revised timescale for completion of the Moray strategy is July 2010 and for implementation by December 2010. In the meantime, Moray is fully involved in the North of Scotland Consortium to achieve the HEAT target for the early diagnosis and treatment of dementia. | Jane Mackie; Charles McKerron; Mike Perera |

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| | | 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% | interim, Care of the Elderly and Mental Health Service patients are being integrated at Cameron Court, Forres. 7. The target for 08/09 was met. Respite weeks are currently being calculated and while it is anticipated that there will be an increase in provision, respite may fall short of the 64 week target. Performance will however be confirmed in an updated report for quarter 4. | |
| 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 services. | 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 identified in the public engagement strategy. 2b. Undertake staff training in public engagement. 2c. Support the development of service user forums (e.g. Disability and Learning Disability). 2d. Develop stronger links with the community planning process leading to | 1. Ongoing 2a. 31/05/2009 2b. 30/06/2009 2c. 31/12/2009 (then ongoing) 2d. 31/12/2009 (then ongoing) |  | 80% overall 1. 75% 2a. 90% 2b. 100% 2c. 100% 2d. 100% | Quarter 3 update - 1. EIA’s continue to be completed as and when new policies and procedures are developed. 2a. Following an internal consultation exercise, the Patient & Public Involvement Action will now be incorporated as part of the Community Planning Public Engagement Strategy. Patient Focus and Public Involvement Training now completed for staff. Local toolkit to be developed by December 2009. During this quarter, the Patient Participation Forum, Learning Disability Carers Forum, Eye Re-design Group, Moray Disability Forum, and a consultation event for the NHS Grampian Health Plan have been undertaken and facilitated by the Moray CHSCP Public Involvement Officer. 2d. Community Care and Moray CHSCP now fully embedded within the community Planning process. | Robin Paterson Robin Paterson; Ann Griffin Ann Griffin |


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| | | 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. For this quarter, training has been deferred due to impending changes to service. In light of these changes, specific training is set for 17 th March and further training events planned for after tendering process is complete in June 2010. | 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. 60% | 5. Systems are in the processes of being developed for Dental Services. All outstanding areas for development have been incorporated as actions within the draft Learning Disability Strategy 2010/13. | Anne Slee |
| | | 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. | 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. | 1. 30/4/09 (every quarter thereafter) 2. 31/12/2009 |  | 78% overall | Quarter 3 update - 1. 2 issues of ‘Newsbeat’ have been circulated for this quarter (4 issues in total-May, July, October & December). 2. Consultation responses received for the draft Adult Care Services Governance Policy and Practice Standards and Quality Assurance Procedure. Policy and Procedure to be adopted after Committee approval on 3 February 2010. | Jane Mackie; Robin Paterson; Anne Slee; Lorna Bernard |

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| | | 3. Monitor data quality on CareFirst and in case files. | 3. Performance management reviews taking place for all community care service areas per month. | 3. 3 review meetings per each quarter | | 3. 75% | 3. The Carefirst Team Manager has reported that since there has been a marked improvement in the quality of data recorded on carefirst, meetings with Community Care Team Managers, which had previously been monthly, have now been rescheduled to one every 2 months. | |
| | | 4. Develop and implement a strategy for Telecare / Telehealth. | 4a. Initiate Strategy. | 4a. 30/06/2009 | | 4a. 100% | 4a. Identified baselines etc Sept 08 to Jun 09 when service review was undertaken by Joint improvement Team (JIT). | |
| | | | 4b. Carry out stakeholder consultation exercise. | 4b. 30/09/2009 | | 4b. 100% | 4b. Undertaken 16.09.09 as part of service review by JIT. Other stakeholder consultations will be ongoing. | |
| | | | 4c. Implement Strategy. | 4c. 31/03/2010 | | 4c. 55% | 4c. Work is progressing in implementing a strategy for Moray. A draft strategy document will be submitted to the Telehealthcare Strategy Group on 24.02.10 for further discussion. | |
| | | 5. To establish the future need for Learning Disability Services in Moray through the development of a new Learning Disability Strategy. | 5a. Completion of JIT Workbook. | 5a. 31/07/2009 | | 5a,b,c. 65% | 5a,b,c. Preliminary consultations on the draft strategy have now been completed with parents. LD service users and providers. It is the intention to submit an up-date report to the May meeting of the Health and Social Care Committee. | |
| | | | 5b. Report submitted to Health & Social Care Committee. | 5b. 30/11/2009 | | | | |
| | | | 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 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. 90% | 7. Main report will be in Q4. 33% of leavers confirmed as LD were not referred to the Team 6 month prior to leaving school. New Transition Policy in process of being approved which should prevent this in future. | Anne Slee |

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| | | 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. 75% | 8a. Frequency of user group meetings is more than once a quarter. All meetings for 2010 are scheduled. | Roddy Huggan |
| | | | 8b. Sharepoint to be formally launched. | 8b. 31/07/2009 | | 8b. 100% | 8b. Sharepoint formally launch for Community Care on 14 th December 2009. | |
| | | | 8c. The number of sharepoint users will continue to increase (traffic monitored monthly). | 8c. Quarterly | | 8c. 75% | 8c. For Community Care, the number of staff log-ons for July 2009 was 1299. For this quarter, staff usage has continued to be higher than this baseline. For October there were 1361, November 1372 and for December 1393 staff log-ons. | |
| | | 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 | | | | | | | | |
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| 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 | 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. | 1. Programme introduced 2. Meeting targets for the National Standards for Community Service. 3. Meet the annual target of referrals. | Overall priority timescale - 31/03/2010 1. 30/04/2009 2. 31/03/2010 3. 31/03/2010 |  | 63% overall 1. 0% 2. 90% 3. 100% | Quarter 3 update – 1. This new one-to-one programme has been unavoidably delayed but training in its use is now taking place and it will be fully operational by end March 2010. 2. On-going 3. Annual targets have been met and passed. | Blair Dempsey |