

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)		51% overall 1. 100% 2. 32% 3. 20%	Quarter 4 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 last figure reported for March 2010 is 37.0 per 1,000 pop. This compares to 39.3 reported for July 2009 and 37.5 in October 2009. This is a positive performance trend. 3. As reported for quarters 2 and 3, 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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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.	1a. Implement and Monitor Contract and Commissioning Plan (set until 2011).	1a. Ongoing		100% overall	Quarter 4 update - 1a. No issues to report. Commissioning timetable on schedule including Accommodated Respite for Older People. 1b. As noted for the last quarter, through the analysis of the National Care Home Contract, 9 (60%) out of the 15 Moray care homes have met the staff-training target. This compares to 53% for the last audit. Improvement action plans have now been received from these care homes and discussions are ongoing concerning how they will improve their future performance.	Charles McKerron; Jane Mackie			
			1b. Quality Award for all Care Homes is achieved.	1b. Ongoing					1b. 100%		
			2. Re-tender for Domiciliary Care Services for older people.	2a. Tender pre-qualification questionnaire completed.					2a. 31/05/2009	2a. 100%	2a. Completed.
			2b. Intimation to tender.	2b. 31/05/2009					2b. 100%	2b. Completed.	
		2c. Service provider approved.	2c. 30/09/2009	2c. 100%		2c. Completed. Momentum and Allied Health Care appointed as service providers.					
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).	1a. Develop Home Care Change Programme. 1b. Home Care Change Programme implemented.	1a. 31/01/2009 1b. 30/04/2010		87% overall	Quarter 4 update - 1a. Plan for Home Care Change Programme developed. 1b. Keith and Speyside Home Care Enabling Pilot started on 16 th November 2009. 45 Home Carers have now been trained to deliver this programme. 2. Baseline of 90% agreed by Audit & Performance Committee on 26 th August 2009. For Q1, 93% of 41 carers, Q2, 98% of 60 carers and in Q3 96% of 49 carers gave an affirmative response	Charles McKerron; Robin Paterson			
2. Ascertain % of carers who feel supported and capable to continue in their role as a carer.	2. Baseline for % of carers who feel supported and capable to continue in their role identified through	2. 30/06/2009	2. 100%								

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			Carer Review.				when surveyed.	
		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.	6a. 31/10/2009		6a. 20%	6a,b. New building options are presently being explored for Forres and a full report will be submitted to this committee in August. In the interim, Care of the Elderly and Mental Health Service patients are being integrated at Cameron Court, Forres.	
			6b. Committee approval of plan.	6b. 30/04/2010		6b. 0%		
		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. 100%	7. Subject to confirmation, the respite target for 2009/10 has been achieved. Confirmed figures will be reported for Quarter 1 2010.	

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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. 3. Increase the number of people using direct payments. 4 Increase the use of digital stories for customer feedback by 48 per annum. 5 Develop systems, which enable people with Learning Disabilities to access health services in a way which does not exacerbate their difficulties.	1. EIA’s are to be undertaken as part of the approval process for all new policy and procedures.	1. Ongoing		93% overall	Quarter 4 update - 1. EIA’s continue to be completed as and when new policies and procedures are developed.	Robin Paterson		
			2a. Ensure that key partnership work areas requiring public engagement are identified in the public engagement strategy.	2a. 31/05/2009				2a. 100%	2a. Learning Disability and Telehealthcare Strategy’s are presently subject to public consultation.	Robin Paterson; Ann Griffin
			2b. Undertake staff training in public engagement.	2b. 30/06/2009				2b. 100%	Patient Focus and Public Involvement Training now completed for staff.	Ann Griffin
			2c. Support the development of service user forums (e.g. Disability and Learning Disability).	2c. 31/12/2009 (then ongoing)				2c. 100%	Completed for 2009/10	
			2d. Develop stronger links with the community planning process leading to increased levels of service user involvement.	2d. 31/12/2009 (then ongoing)				2d. 100%	2d.Completed. Community Care and Moray CHSCP now fully embedded within the community planning process.	
			3. 4 Staff training sessions to be held each year. 1 training session per quarter	3. 1/qtr		3. 100%	3. Training undertaken on 17 th March.			
			4. Target for the use of digital stories achieved. 12 stories per quarter	4. 12/qtr		4. 100%	4. Completed. 101 stories created to date since the start of the project. Target has been exceeded.	Charles McKerron		
			5. Systems in place for those with Learning Disabilities to access health services in a way which does not	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 Learning Disability Strategy 2010/13.			


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		6 To ensure the implementation of the Adult Support and Protection Act 2007.	exacerbate their difficulties. 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. Completed. 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.	Anne Slee
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.	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.	Overall priority timescale - 31/03/2010 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		94% overall 1. 100% 2. 100% 3. 100% 4a. 100% 4b. 100% 4c. 80%	Quarter 4 update - 1. Completed. One issue of ‘Newsbeat’ has been circulated for this quarter. 2. Following Committee approval of Care Services Governance Policy and Practice Standards and Quality Assurance Procedure on 3 February 2010, quality assurance system is now in place. 3. Completed. 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. Draft Telehealthcare strategy document approved for further stakeholder consultation by the Health & Social Care Committee on 31.02.10. Actions relating to the implementation of the strategy; proposed to be	Jane Mackie; Robin Paterson; Anne Slee; Lorna Bernard

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							monitored through the SIP 2010/11.	
		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. 5b. Report submitted to Health & Social Care Committee. 5c. New Learning Disability Strategy developed.	5a. 31/07/2009 5b. 30/11/2009 5c. 31/03/2010		5a, b, c. 90%	5a,b,c. Final consultations on the draft strategy and action plan are currently taking place with parents. LD service users, providers, and other stakeholders. It is the intention to submit an up-date report to the August meeting of the Health and Social Care Committee. This is later than planned but will ensure all comments from the consultation can be incorporated.	
		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. Completed. 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. 100%	7. All those referred to the service with a known Learning Disability had a care plan in place 6 months prior to their planned leaving date. Continues to be an issue of break down of child care/ education services and late referral, which can cause difficulties for some families. The new transitional policy, which is currently being developed, will hopefully help with this.	Anne Slee
		8. Develop the Sharepoint intranet site for Community Care staff.	8a. User Group to meet once every quarter. 1 meeting per quarter 8b. Sharepoint to be formally launched. 8c. The number of sharepoint users will continue to increase (traffic monitored monthly).	8a. 1/qtr 8b. 31/07/2009 8c. Quarterly		8a. 100% 8b. 100% 8c. 100%	8a. Completed. Frequency of user group meetings is more than once a quarter. All meetings for 2010 are scheduled. 8b. Completed. Sharepoint formally launch for Community Care on 14 th December 2009. 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 February there were 1880 and for March there were 2084 staff log-ons.	Roddy Huggan
		9. Develop a revised Physical and Sensory Disability	9a. Agree strategy	9a. 31/01/2010		9a. 70%	9a. A draft strategy has been written and service user and stakeholder	Charles McKerron

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		Strategy.	9b. Implement strategy.	9b. 31/03/2010		9b. 50%	consultations are due for completion by May 2010 Strategy has been re-scheduled for implementation by August 2010. Action points to be carried forward for monitoring by this Committee in the SIP 2010/11	

Theme: Criminal Justice								
Priority Code	Priority	Action to Address Priority	Expected Outcome	Timescale	Status Icon	Progress Update	Note	Lead Officer
CommS09S IP_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		100% overall 1. 100% 2. 100% 3. 100%	Quarter 4 update – 1. This programme is now fully operational and being delivered by Criminal Justice staff. 2. The National standards have been introduced and are being monitored. The striving to meet these targets has become part of the every day on-going processes. 3. Annual targets have been met and passed.	Blair Dempsie