

PRIORITY

Service/Department Area – Community Care

ITEM:
PAGE:7
3**Service Priority – 3.1 Developing Planned Care & Unscheduled/ Emergency Care****What will we do to address this priority****Links to other Plans**

- | | |
|--|---|
| 1a. To establish a sustainable re-abling homecare service in Keith and Speyside by July 2010. | Single Outcome Agreement (SOA), Moray Community Health & Social Care Partnership Plan (MCHSCP) & Living Longer, Living Better : Older Peoples Strategy 2009/14 SOA & MCHSCP |
| 1b. From August onwards, a minimum of 10 service users per quarter will be in receipt of this service. | |
| 2. All patients with Coronary Obstructive Pulmonary Disease (COPD) and complex care needs will have an Anticipatory Care Plan by March 2011. | As above |
| 3. Achieve agreed improvements in the early diagnosis and management of patients with a dementia by March 2011. | As above |

Expected Outcomes/Success Criteria**Timescale**

- | | |
|---|--|
| 1a. New re-abling homecare service is in place (in Keith and Speyside). | July 2010 |
| 1b. Service users in receipt of re-abling homecare service are supported to live independent lives. | August 2010 (then ongoing) |
| 2a. Care Plans in place for those with COPD | December 2010 |
| 2b. Care Plans in place for those with complex care needs. | March 2011 |
| 3. Complete Dementia Strategy up to 2014 and implement recommendations. | July 2010
(completion of strategy)
January 2011
(complete consultation and EIA)
March 2011
(implementation of strategy) |

Resources

NHS Grampian
Community Services Community Care Budget

Staff Implications

To be identified

Lead Officer

Jane Mackie - Acting Head of Community Care
Sandra Gracie – Older Peoples Strategy Development Officer
Mike Perera - Integrated Manager (MH)
Charles McKerron - Service Manager (PSD)

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

What will we do to address this priority

- 1a. To establish a sustainable re-abling homecare service in Keith and Speyside by July 2010.
- 1b. From August onwards, a minimum of 10 service users per quarter will be in receipt of this service.
- 2. All patients with Coronary Obstructive Pulmonary Disease (COPD) and complex care needs will have an Anticipatory Care Plan by March 2011.
- 3. Achieve agreed improvements in the early diagnosis and management of patients with a dementia by March 2011.

Links to other Plans

Single Outcome Agreement (SOA), Moray Community Health & Social Care Partnership Plan (MCHSCP) & Living Longer, Living Better : Older Peoples Strategy 2009/14 SOA & MCHSCP

As above

As above

Expected Outcomes/Success Criteria

- 1a. New re-abling homecare service is in place (in Keith and Speyside).
- 1b. Service users in receipt of re-abling homecare service are supported to live independent lives.
- 2a. Care Plans in place for those with COPD
- 2b. Care Plans in place for those with complex care needs.
- 3. Complete Dementia Strategy up to 2014 and implement recommendations.

Timescale

July 2010

August 2010 (then ongoing)

December 2010

March 2011

July 2010 (completion of strategy)

January 2011 (complete consultation and EIA)

March 2011 (implementation of strategy)

Resources

NHS Grampian
 Community Services Community Care Budget

Staff Implications

To be identified

Lead Officer

Jane Mackie - Acting Head of Community Care
 Sandra Gracie – Older Peoples Strategy Development Officer
 Mike Perera - Integrated Manager (MH)
 Charles McKerron - Service Manager (PSD)

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

What will we do to address this priority

Links to other Plans

- | | |
|--|--------------|
| 1. To ensure that all commissioned services are reviewed by Lead Officers. | SOA & MCHSCP |
| 2. Re-tender for Accommodated Respite for Older People. | As above |

Expected Outcomes/Success Criteria

Timescale

- | | |
|---|---------------------------------|
| 1a. The external quality monitoring plan is implemented in relation to all external services (as per Quality Monitoring Plan). | March 2011 |
| 1b. All Moray Care Homes are assessed against the Care Commission’s Basic & Enhanced Quality Award Framework for national Care Home Contract. | October 2010
&
March 2011 |
| 1c. A review is undertaken for all externally commissioned services which are assessed by the Care Commission as grade 3 or less. | March 2011 |
| 2a. Short list of providers agreed (Accommodated respite). | July 2010 |
| 2b. Invitation to tender (Accommodated respite). | August 2010 |
| 2c. Service provider(s) approved (accommodated respite). | October 2010 |

Resources

Moray Council Community Care Budget

Staff Implications

None

Lead Officer

Jane Mackie - Acting Head of Community Care
Tracie Wills - Quality Monitoring Officer
Charles McKerron - Service Manager (PSD)
Margaret Slorach - Service Manager (OP)

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

What will we do to address this priority

Links to other Plans

- | | |
|---|--|
| 1. Implement Home Care Change Programme (including Out of Hours Service) for financial year 2010/11. | SOA & MCHSCP |
| 2. % of carers who feel supported and capable to continue in their role as a carer. | As above & Carer Strategy 2010/11 |
| 3. Undertaking a quarterly survey and maintain a satisfaction level where 70% of service users report that they are satisfied with the OT equipment provided (based on 10% sample). | As above & Living Longer, Living Better : Older Peoples Strategy 2009/14 |
| 4. All carers to have basic healthcare awareness to speed up diagnosis and treatment. | As above Carer Strategy 2010/11 |
| 5. For 2010/11, achieve a target of 1984 weeks of annual respite provision for all Community Service groups. | As above Carer Strategy 2010/11 |
| 6. Conclude Sheltered Housing Review in conjunction with Housing Section. | As above |
| 7. Review operational risk register for Community Care. | As above |
| 8. Review of LD Supported Accommodation Services is undertaken. | As above & LD strategy 2010-13 |

Expected Outcomes/Success Criteria

Timescale

- | | |
|--|----------------|
| 1a. Confirm Home Care Change Programme for selected areas | June 2010 |
| 1b. Complete staff training in agreed areas. | September 2010 |
| 1c. Home Care Change Programme is operational | March 2011 |
| 2. Ensure that no less than 90% of carers reviewed feel supported and capable to continue in their role. | March 2011 |
| 3. Monitor service users satisfaction levels with the OT equipment provided. | March 2011 |
| 4a. Develop checklist of signs and symptoms for use by carers and families with guidance on what and when to report to medical staff | May 2010 |
| 4b. Audit use of drugs and alcohol by people with learning disabilities and their levels of knowledge | December 2010 |
| 4c. Develop and roll out training for use with adults with Learning Disabilities re use of drugs and alcohol. | March 2011 |
| 5. Annual respite target is achieved. | April 2011 |
| 6a. Review agreed with Housing Services. | October 2010 |
| 6b. Submit Review Report to Health & Social Care Committee | November 2010 |
| 7. Revised operational risk register is completed. | July 2010 |
| 8. All support packages are adjusted to ensure needs are met. | March 2011 |

Resources

NHS Grampian

Community Services Community Care Budget

Staff Implications

To be identified

Lead Officer

Jane Mackie - Acting Head of Community Care

Charles McKerron - Service Manager (PSD)

Robin Paterson - Senior Performance and Quality Officer

Anne Slee - Integrated Manager (LD)

Pauline Knox - Carers Strategy & Development Officer

Judy Fairburn - Occupational Therapy Manager

National Outcome 6 – Service Priority 3.4 Addressing Inequalities

“We live longer, healthier lives.”

Local Priority 1 – Health & Local Priority 3 – Elderly & Vulnerable

What will we do to address this priority

Links to other plans

- | | | |
|----|---|--------------|
| 1. | To ensure that all Community Care policy, procedures and all other plans and publications are Equality Impact Assessed (EIA'S). | SOA & MCHSCP |
| 2. | Engage with services users to identify any areas of inequalities and to promote service user involvement in the planning of services. | As above |
| 3. | Increase to 44 the number of people using direct payments. (2009/10 baseline of 40 i.e. 10% increase) | As above |
| 4. | To ensure the implementation of the Adult Support and Protection Act. | As above |

Expected Outcomes/Success Criteria

Timescale

- | | | |
|-----|---|--------------|
| 1. | EIA's are to be undertaken as part of the approval process for all new policy and procedures. | March 2011 |
| 2a. | Consult with service users, partners and stakeholders in relation to PSD, LD, Carer's and Telehealthcare Strategy's. | March 2011 |
| 2b. | Using the VOICE framework, pilot public involvement action plans, in partnership with officers from the public engagement unit, for Long Term Conditions and Informal Carers service user groups and ensure that the findings are disseminated. | January 2011 |
| 2c. | Ensure that service user and carer forums meet on a timely basis as per the Public Engagement work plan. | March 2011 |
| 3. | More personalized services for service users. | March 2011 |
| 4a. | Develop a suite of performance information to monitor progress and effectiveness of the implementation of the Adult Support and Protection Act and Grampian Policy and Procedures. | March 2011 |
| 4b. | Implement and monitor progress against training plan | March 2011 |

Resources

NHS Grampian
Community Services Community Care Budget

Staff Implications

To be identified

Lead Officer

Jane Mackie - Acting Head of Community Care
Robin Paterson - Senior Performance and Quality Officer
Charles McKerron - Service Manager (PSD)
Anne Slee - Integrated Manager (LD)
Ann Griffin - Public Involvement Officer

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

What will we do to address this priority	Links to other Plans
1. Develop an electronic MCHSCP Staff Newsletter (Newsbeat).	SOA & MCHSCP
2. Act on the PSIF Improvement Plan for Community Care.	As above
3. Approved and published Moray Telehealthcare Strategy.	As above & Living Longer, Living Better : Older Peoples Strategy 2009/14
4. Implement year 1 of the Telehealthcare strategic priorities.	As above
5. Approve and publish Learning Disability Strategy (2010-2013).	As above
6. Shift the balance of care from institutional to ‘home based care’.	As above
7. 100% of care plans are in place for service users with confirmed learning disabilities, 6 months prior to their planned school leaving age.	As above
8. Develop the Sharepoint intranet site for Community Care staff.	As above
9. Approve and publish the Physical and Sensory Disability Strategy (2010-2013).	As above
10. Approve and publish the Carers’ Strategy (2010-2013)	As above
11. DBS/Community Care Strategic Business Case is developed.	As above

Expected Outcomes/Success Criteria	Timescale
1. Staff Newsletter distributed.	April 2010
2a. PSIF Improvement Plan agreed by Social Care Governance Board	July 2010
2b. PSIF Improvement monitoring reports are submitted to Governance Board and Moray Performs.	March 2011
3a. Telecare - Complete service user and stakeholder consultations.	May 2010
3b. Telecare - Undertake Equality Impact Assessment (EIA) on strategy. Telecare	June 2010
3c. Telecare - Submit Strategy to Health & Social Care Committee for approval.	August 2010
4a. Telecare - Review Alarm Monitoring Services.	March 2011
4b. Telecare - Development of Policy and Procedural Guidance	March 2011
5a. Learning Disability Strategy - Complete service user and stakeholder consultations.	May 2010
5b. Learning Disability Strategy - Undertake Equality Impact Assessment (EIA) on strategy.	June 2010

- | | | |
|------|---|---------------|
| 5c. | Learning Disability Strategy - Submit to Health & Social Care Committee for approval. | August 2010 |
| 5d. | Learning Disability Strategy - Year 1 actions completed. | March 2011 |
| 6. | Achieve an annual 1% budget reinvestment from institutional to home care services (older people services only). | April 2010 |
| 7. | Transition Policy approved and acted on | October 2010 |
| 8. | The number of monthly community care staff 'log-ons' to sharepoint will remain above 1299 (July 2009 baseline). | March 2011 |
| 9a. | Physical and Sensory Disability Strategy - Complete service user and stakeholder consultations. | May 2010 |
| 9b. | Physical and Sensory Disability Strategy - Undertake Equality Impact Assessment (EIA) on strategy. | June 2010 |
| 9c. | Physical and Sensory Disability Strategy - Submit to Health & Social Care Committee for approval. | August 2010 |
| 10a. | Carers' Strategy - Complete service user and stakeholder consultations. | August 2010 |
| 10b. | Carers' Strategy - Undertake Equality Impact Assessment (EIA) on strategy. | October 2010 |
| 10c. | Carers' Strategy - Submit to Health & Social Care Committee for approval. | November 2010 |
| 11. | Submitted and approved by the Designing Better Service Board | August 2010 |

Resources

NHS Grampian
Community Services Community Care Budget

Staff Implications

To be identified

Lead Officer

Jane Mackie - Acting Head of Community Care
Robin Paterson - Senior Performance and Quality Officer
Lorna Bernard - Telehealthcare Project
Anne Slee - Integrated Manager (LD)
Roddy Huggin - Team Manager Carefirst Project Lead
Shirley Feaks - Support Officer (Projects)
Pauline Knox - Carers Strategy & Development Officer

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

What will we do to address this priority

1. Create formal links with Youth Justice Service and produce and deliver a programme aimed at reducing the number of young people entering the Adult Criminal Justice System.
2. Improve and increase the number of individual placements available to offenders sentenced to Community Service by Courts.
3. Introduce a Service User Consultation exercise to ensure the views of Service Users are considered in Service Planning.

Links to other Plans

SOA

Northern CJA Area Plan
2009 – 2011.

Public Services
Improvement Framework
CJ Action Plan

Expected Outcomes/Success Criteria

1. Evidence of Programme effectiveness will be based on participants avoiding transition from Youth Justice Service to Adult Criminal Justice System.
2. Meeting targets for National Standards for Community Service.
3. To inform Service Planning

Timescale

October 2010

October 2010
August 2010

Resources

Within existing Moray Council resources.

Staff Implications

A dedicated Criminal Justice Social Worker will work jointly with Youth Justice

Lead Officers

Blair Dempsey - Service Manager (Criminal Justice and Substance Misuse)