

Services for Older People in Moray

Improvement Action Plan (2014/2015)

Draft- 10.12.14

This action plan addresses the 6 key recommendations made by the Care Inspectorate and Health Improvement Scotland following the publication of the Inspection of Adult Health and Social Care Services in Moray report (August 2014).

Recommendation	Expected Outcome	What will be done	By When	Lead Officers	Status Update
1. KEY PERFORMANCE OUTCOMES					
Take further steps to reduce the number of bed days lost in respect of older people whose discharge from hospital is delayed including those for reasons related to the application of the Adults with Incapacity (Scotland) Act 2000. It should ensure that Section 13 ZA of the Social Work (Scotland) Act 1968 continues to be used when appropriate, streamline (where possible) the process of appointment of an adults with incapacity proxy and make sure all the required processes are carried out within appropriate timescales.	Older People are discharged from hospital in a timely manner.	<p>Additional training on legal framework delivered October 2014 for NHS and The Moray Council staff.</p> <p>Adults With Incapacity meeting held for all people whose capacity requires to be assessed and decisions made regarding non legal process.</p> <p>Create a 3 year trend report and pick out key issues</p> <p>Trend data for delayed discharges, including separate analysis of code 9 delays, will be compiled and analysed to identify any underlying issues for improvement.</p> <p>Trend data with analysis and any improvement actions will be submitted to Health & Social Care Services Committee, Transitional Leadership Group and Care Inspectorate.</p>	<p>October 2014</p> <p>Current practice now</p> <p>February 2015</p> <p>March 2015</p>	<p>Joyce Lorimer & Alison Smart</p> <p>Lesley Attridge</p> <p>Catriona Campbell/Bruce Woodward</p> <p>Jane Mackie</p>	

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2. GETTING HELP AT THE RIGHT TIME					
Further explore and implement any appropriate options to increase the capacity of the home care provision, particularly in respect of recruitment and retention in the area across all providers.	Improved sustainability of the home care service.	<p>A senior manager has been appointed to review the terms and conditions and contractual arrangements with home carers and to recommend and implement changes that will increase capacity.</p> <p>They have also been tasked with supporting the recruitment of more younger people into the service through a 'home care academy' approach and also through the Young Apprenticeships scheme.</p>	<p>Manager in post by 1 September 2014</p> <p>Home Care Academy Training programme agreed by 1st December</p> <p>Verifiers trained and accredited by 1st April 2015.</p> <p>Home Care Academy fully operationally by 1 April 2015</p> <p>Young</p>	Charles McKerron	<p>Complete. The manager is in post and has reviewed the current terms and conditions and also the current and projected demand on the service by geographical area.</p> <p>Complete. A training course has been agreed for the home care academy).</p> <p>On schedule. Verifiers are being trained and accredited (10% completion).</p> <p>On schedule. A job description is in preparation for home care apprentices.</p>

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			apprentices in post by 1 st April 2015		A Home Care Monitoring and Scheduling system has been installed in the service and is due for full implementation by April 2015.
3. DELIVERY OF KEY PROCESSES					
<p>Carry out a review of the home from hospital and access teams, including their structures, staff roles, procedures and the effectiveness of their communications.</p> <p>The Partnership should continue with initiatives to ensure that hospital discharge arrangements and other referrals intended to support the wellbeing of older people in Moray are dealt with timeously and appropriately.</p>	<p>Integrated access function fit for purpose</p> <p>People discharged to their homes as promptly as possible.</p>	<p>Review of staff structure and roles now complete.</p> <p>Single point of access discussed by integrated joint board for across integrated partnership</p> <p>Monthly delayed discharge meeting held with NHS/MC/JIT to review systems and delayed discharges</p>	<p>Complete</p> <p>October 2014</p> <p>Ongoing review December 2014</p>	Joyce Lorimer	
4. POLICY DEVELOPMENT AND PLANS TO SUPPORT IMPROVEMENT IN SERVICE					
<p>Ensure that future policy development of the joint commissioning strategy for older people, 'Living Longer Living Better', gives more detail on:</p> <ul style="list-style-type: none"> - how priorities are to be taken forward 	<p>The joint commissioning Strategy for older people will be evaluated and</p>	<p>Evaluation of change fund and JCS workshop arranged with wider stakeholders and the support of IPC</p>	4 th November	Sandra Gracie	

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<p>and resourced</p> <ul style="list-style-type: none"> - how joint organisational development planning is to be taken forward - how consultation and engagement are to be maintained - the use of advocacy in services for older people, and - action plans which are SMART (specific, measurable, achievable, realistic, timebound) 	<p>adjusted to reflect the needs of the older population as part of the joint commissioning cycle.</p> <p>The 'Living Longer Living Better' Strategy is supported by a detailed implementation plan.</p> <p>Details in terms of resources and organisational development planning will be clarified in the integration scheme</p>	<p>The Older People Reference Group (OPRG) continues to provide the consultation and public engagement function – regular events and newsletters</p> <p>Review of implementation plan and discussion at above event</p>	<p>Monthly meetings, biannual events and quarterly newsletter</p>		
5. PARTNERSHIP WORKING					
<p>Consult relevant partners and agree a proposal to review the reasons for the low level of adult protection meetings and case conferences in response to adult support and protection (ASP) referrals. The Partnership should satisfy itself about the most appropriate use of these stages in the process, including maximising the involvement of service users and carers as appropriate.</p>	<p>Ensure that all older people are safe from harm.</p>	<p>Adult protection committee partners consulted</p> <p>Agreed Audit of ASP case files – 2012 to 2014</p>	<p>1 September 2014</p> <p>1 October 2014</p>	<p>Gaye Morrison</p>	<p>Complete. Audit identified that there was a discrepancy in the reporting process and that the number of meetings held to discuss the care and protection of</p>

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		Review procedures	1 April 2015 (tbc)		adults was over 60; when reviews were added in this took the numbers to 103. Action for 2015 is to revise the reporting process to capture adult protection meeting more accurately.
6. LEADERSHIP AND DIRECTION					
Provide more information on the integration pathway for its stakeholders. This should include the vision, objectives, implementation milestones, progress monitoring arrangements, sustainability and any key strategic elements such as the Three Tier Model, prevention, early intervention, rehabilitation, self-directed support and joint information systems. This will also support its communication plan for the joint commissioning strategy for older people.	An Integration Scheme is developed, consulted on and submitted for approval to the Scottish Government by 1 April 2015.	A draft vision statement is created by engaging with service users and the joint workforce. The milestones underpinning the Project Initiation Document (PID) will be up-dated in response to both internal and external developments. Progress against PID milestones is monitored by the Transitional Leadership Group (TLG).	Completed by 10 August 2014. Submitted 1 April 2014. Undertaken at every TLG meeting (approximately every 6 weeks).	Robin Paterson (Integration Project Officer) Robin Paterson (Integration Project Officer) Robin Paterson (Integration Project Officer)	Complete. Draft interim report submitted to Full Council on 27 August 2014. Complete. PID milestones updated as part of the supporting documentation for the Transitional Funding Bid. Complete. 'Progress against project milestones' is a standard agenda item at every TLG meeting.

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		<p>The Three Tier Model, reablement and self directed support have been specifically referred to in relation to the development of a range of documents. This includes the Joint Outcomes Framework, SBAR Single Point of Entry, Joint Systems Progress Report and the draft Vision Statement.</p> <p>Following the appointment of an Engagement and Communication Officer, a consultation plan for the Integration Scheme will be developed and implemented.</p>	<p>Relevant documents submitted to the Integration Management Group by 1 October 2014.</p> <p>1 November 2014</p>	<p>Co-chairs of the 5 work stream sub-groups.</p> <p>Comm & Engagement Officer</p>	<p>Complete. As per PID project timeline, these documents reflected the key outputs of the 5 work stream sub groups.</p> <p>On schedule.</p>