

ADULT SOCIAL CARE PERFORMANCE ASSESSMENT 2008/09 – IMPROVEMENT PLAN

What Peterborough needs to improve & Actions	Lead	Updated Position	Evidence of outcomes
OUTCOME 1 – IMPROVED HEALTH AND EMOTIONAL WELL-BEING		JUDGEMENT = WELL	
<p>Address, with providers of mental health services, the problem of delayed discharge from mental health facilities.</p> <ul style="list-style-type: none"> • Set target for MH Trust in 2009/10 • Monitor performance closely each month • Develop new housing strategy for MH by end March 2010 • Develop a new service to meet higher needs by end March 2011 	Neil Greenfield	<p>The Mental Health Trust has been set a threshold for delayed transfers for 2009-10 and has stayed comfortably within this within year. All delays are notified to the commissioning lead weekly and reviewed on a case by case basis. This is also an agenda item at the Mental Health Trust Performance Meeting. The Trust is currently achieving its target. However, we are looking to reduce this further.</p>	
<p>Continued focus on improvements to meet local area agreement targets (building on improvements already made).</p> <ul style="list-style-type: none"> • Review action plan for implementing self-directed support • Review and put in place refreshed governance structures for 'Putting People First' to ensure all milestones are met • Continue to deliver training and support for staff on self-directed support to further embed the processes • Collect and utilize case studies which evidence the difference that self-directed support is making to individuals • Review and reset targets in relation to employment and MH 	Sue Mitchell Tim Bishop Neil Greenfield	<p>The self directed support target is still behind trajectory at 10.49% but progress is being made now that processes are becoming embedded. Mental Health employment targets are still under discussion with the Mental Health Trust. Health and wellbeing targets for the PCT around smoking cessation are performing reasonably well and work is underway to prepare for the post Christmas quitters.</p> <p>Reviewing the transformation of adult social care programmed is underway to ensure it covers all aspects of Putting People First, not just self directed support. This includes the preventive agenda, health and well-being and links to housing (settled accommodation) and employment (learning disability and mental health).</p>	

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<p>Improve availability and access to multi media information about social care, leisure and well being.</p> <ul style="list-style-type: none"> • Review website by September 2010 ensuring public involvement • Implement interim improvements by February 2010 • Develop healthy lifestyles website • Establish life check kiosks at accessible locations across the city – May 2010 • Introduce digital information screens to all GP practices – May 2010 • Develop a micro site for safeguarding 	<p>Sue Mitchell Amie Barber</p>	<p>A review of our public website has been undertaken with staff groups and the public website group. We have identified a number of improvements which need to be made to the website with regards to usability and accessibility, including the range of information and formats in which information is provided.</p> <p>A healthy lifestyles website to be developed as part of an awareness campaign. The establishment of Life Check Kiosks at accessible locations across the city. A project to get digital information screens into all GP practices across Peterborough is underway with Amscreen Healthcare (from BBC Apprentice programme). These screens will display digital notices and footage highlighting health and social care information, campaigns and well being messages. We will also be looking to get these screens into dentists, opticians and pharmacies, subject to footfall at each.</p>	
OUTCOME 2 – IMPROVED QUALITY OF LIFE		JUDGEMENT = WELL	
<p>Capture details about numbers of carers in receipt of services.</p> <ul style="list-style-type: none"> • Continue to increase the number of carers' assessments completed • Focus in 2009/10 on ensuring that carers' assessments are carried out in cases where respite is provided • Raise awareness of carers' rights and evaluate impact • Consider ways in which Individual Budgets may be applied to carers – October 2010 	<p>Tina Hornsby Neil Greenfield</p>	<p>Increased number of carers in receipt of services and direct payments. Latest data on carers' assessments (October 09) shows 1593 carers have received an assessment/review and service/information against a total of 4887 service users in the previous 12 months. Peterborough Community Services is placing a particular focus on ensuring that the carers' assessments are carried out for all cases where respite is provided.</p>	

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<p>Increase uptake of assistive technology to support people to maintain independence and prevent them needing higher levels of support.</p> <ul style="list-style-type: none"> • Increase take up and ensure good level of effectiveness • Open further extra care scheme with assistive technology as integral– July 2009 • Review approach to re-enablement to ensure we maximize outcomes and efficiency 	<p>Jessica Slater Tim Bishop</p>	<p>Embedded within occupational therapy processes. The Occupational Therapy Service Manager is working alongside the Intermediate Care Team to enhance re-enablement pathways. 621 people have received intermediate care since April 2009, with 83.5% having a successful outcome after 3 months.</p> <p>Reviewing Putting People First programme to ensure sufficient emphasis on re-enablement and prevention including assistive technologies. The use of assistive technologies is embedded within the PCT's action plans to prevent unplanned acute hospital admissions.</p>	
<p>Increase knowledge amongst carers of the range of support that is available, further promoting emergency planning for carers.</p> <ul style="list-style-type: none"> • Regular engagement through Carers' Partnership Board and bi-annual carers' events • Quarterly carers' days on carers' rights and other topics to take place and impact evaluated • Involve carers in shaping plans for additional carers' breaks and implement these plans • Increase the take-up of the emergency respite service • Evaluate emergency respite service and recommission by September 2010 	<p>Neil Greenfield</p>	<p>We have now developed the Carers' Partnership Board, which is very well attended and co-chaired by a carer. We also hold quarterly carers' days with specific topics around support. A new section on the PCT's website has been specifically developed for carers around information sharing. A newsletter has also been developed as an information sharing tool. We have just completed a survey of carers on their views on carers' breaks which will inform the direction of travel.</p>	
<p>Increase co-ordination of commissioned services to ensure that gaps in service provision are addressed.</p> <ul style="list-style-type: none"> • Complete learning disability service review – November 2009 	<p>Jessica Slater Neil Greenfield Tim Bishop</p>	<p>Priority based service review for learning disability and initial scoping completed. A key aim of the PCT's Strategic Plan is commissioning of services to provide care closer to home. 51 new extra care places were opened in July 2009 taking the total to 179</p>	

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<ul style="list-style-type: none"> Implement review recommendations – January 2010 to March 2011 Refresh Strategic Plan to ensure gaps in provision are covered in five year strategy Continue to increase the amount of extra care housing available in the city – 400 total places by 2011 Clarify focus of this area with CQC – December 2009 			
OUTCOME 3 – MAKING A POSITIVE CONTRIBUTION		JUDGEMENT = WELL	
<p>Proceed with plan to obtain feedback from people who use services through providers.</p> <ul style="list-style-type: none"> Develop service user engagement strategy for safeguarding – February 2010 Develop new patient experience development plan and ensure the voice of people who use services is included through governance groups – April 2010 	<p>June Stefanelli Aidan Fallon</p>	<p>Work has commenced in relation to safeguarding.</p>	
<p>Evidence the contribution made by people who use drug and alcohol services to further shape and develop services.</p> <ul style="list-style-type: none"> Reset vision for alcohol harm work in Peterborough – December 2009 Develop new needs assessment, strategy and action plan – April 2010 Provide evidence of impact of services at Drinksense Provide evidence of impact of service user involvement through the DAAT 	<p>Neil Greenfield</p>	<p>A multi-stakeholder visioning day was held on 4 December 2009 to identify key actions required in alcohol harm reduction and a strategy will be developed to be in place from 1 April 2010. Engagement to be integral to this.</p>	

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engagement mechanisms			
<p>Continue with plan to capture information about profile and needs of people involved via voluntary organisations.</p> <ul style="list-style-type: none"> Recruit additional capacity under Future Jobs Fund programme – January 2010 Utilise this capacity to improve the availability of information about the impact of voluntary sector services – July 2010 	Tina Hornsby Tim Bishop	Plans to use Future Jobs Fund placements to work with the voluntary sector to expand on the collection of information around voluntary sector service provision – using contract schedules and also JSNA guidance and tools produced by the Information Centre. Two candidates are being interviewed this week for a mid January start.	
OUTCOME 4 – INCREASED CHOICE AND CONTROL JUDGEMENT = ADEQUATELY			
<p>Continue to focus on, and further improve, the time taken to complete assessments.</p> <ul style="list-style-type: none"> Monitor closely each month Continue to flag and intervene of ‘about to breach’ cases Ensure sound management oversight to ensure compliance Ensure targets are included in managers and staff supervision and appraisals 	Karen Wadham	There has been a focus on improving access to assessment. Services have been redesigned to facilitate this. Currently 85.54% of assessments are completed within 28 days, which is in line with our target of 85%. The achievement of the waiting time national indicators forms part of staff appraisal.	
<p>Utilise outcome from current review of complaints processes and mechanisms.</p> <ul style="list-style-type: none"> Develop new terms of reference for learning from complaints and formalize as part of governance arrangements Learning Group to oversee how information and lessons from complaints are utilised 	Karen Wadham June Stefanelli	<p>Peterborough Community Services has completed new terms of reference for learning from complaints as part of the integrated governance process.</p> <p>Learning from complaints is shared at the PCS Learning Group. This information is also part of the regular reports provided to the Peterborough Community Services Quality Review Group which reports to the NHS Peterborough Quality Group.</p>	

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<p>Continue with plan to fully introduce individual budgets.</p> <ul style="list-style-type: none"> Review action plan for implementing self-directed support Review and put in place refreshed governance structures for 'Putting People First' to ensure all milestones are met Continue to deliver training and support for staff on self-directed support to further embed the processes Review and refine further the RAS – December 2009 Collect and utilize case studies which evidence the difference that self-directed support is making to individuals 	Tim Bishop	Working collaboratively with providers – a strategic development day has been held. RAS process is in place and is currently under review. Latest data is for Apr-Oct – where 658 clients (MH=59 PCS=599) were receiving a direct payment and/or individual budget against the total number of people receiving services in 12 months of 6274 (10.49%). The numbers are beginning to increase in the later part of the year. The Self Directed Support Steering Group is receiving detailed monitoring information to inform progress.	
<p>Ensure that services with a preventative focus are fully developed including providing services at evenings and weekends.</p> <ul style="list-style-type: none"> Consider these issues as part of refreshing the five year strategic plan 	Jessica Slater Neil Greenfield	Preventative services and care closer to home are key objectives within the PCT's Strategic Plan Outcome around improving access, as are palliative care and accommodation options.	
OUTCOME 5 – FREEDOM FROM DISCRIMINATION AND HARASSMENT		JUDGEMENT = WELL	
<p>Improve signposting to details about eligibility criteria on the website.</p> <ul style="list-style-type: none"> Create easy to find page on website for eligibility criteria – December 2009 Publish eligibility criteria in updated community care directory – September 2009 	Amie Barber	Eligibility criteria page created on website under the adult social care section. Updated Community Care Directory on website and within community and service settings with eligibility criteria and more detailed information on what the criteria means and "how to get care".	
<p>Capture information about unmet needs and give consideration to the impact on services for different nationalities that are not revealed through ethnicity recording.</p>	Tina Hornsby	Work has been undertaken around BME safeguarding referrals which will inform the refresh of the Joint Strategic Needs Assessment in 2010. A paper has been produced and shared with the Adult	

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<ul style="list-style-type: none"> Review safeguarding alerts and referrals in relation to BME groups – December 2009 Amend recording systems to enable recording of white European ethnicities – April 2010 		Safeguarding Board in November 2009.	
<p>Focus on provision of non care managed services using the reform grant.</p> <ul style="list-style-type: none"> Plan work as part of review of Putting People First progress – March 2010 Implement planned changes during 2010/11 	Tim Bishop	As highlighted above, more focused work on prevention and universal services will begin in the new year.	
<p>Proceed with plans to capture ethnicity profile of people receiving services from voluntary organisations.</p> <ul style="list-style-type: none"> Collect improved ethnicity data as part of planned work (see above) to improve information capture from voluntary sector services – July 2010 	Tina Hornsby	Ethnicity information will be gathered as part of the wider project to improve information around voluntary sector activity outlined above.	
OUTCOME 6 – ECONOMIC WELLBEING JUDGEMENT = WELL			
<p>Extend carers services to enable more to maintain or seek employment or training.</p> <ul style="list-style-type: none"> Hold regular carers’ rights days and evaluate impact 	Neil Greenfield	We have now developed the Carers' Partnership Board, which is very well attended and is co-chaired by a carer. We also hold quarterly carers' days with specific topics around support. A new section on the PCT's website has been specifically developed for carers around information sharing. A newsletter has also been developed as an information sharing tool. We have just completed a survey of carers on their views on carers' breaks which will inform the direction of travel. We have held several training days for carers which have been very successful.	

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Ensure that widespread support schemes are developed as individual budgets are introduced. <ul style="list-style-type: none"> • See above. 	Tim Bishop	As highlighted above, more focused work on prevention and universal services will begin in the new year.	
OUTCOME 7 – MAINTAINING PERSONAL DIGNITY AND RESPECT		JUDGEMENT = POOR	
Develop and implement robust governance, performance management and quality assurance arrangements. <ul style="list-style-type: none"> • See post-inspection action plan. 	Tim Bishop Tina Hornsby	The performance framework for commissioned services has now been embedded and there are regular performance review meetings with all key providers. Quality schedules have been used to introduce a better focus on quality outcomes rather than performance indicators.	
Provide and evaluate competency based training for staff who have key safeguarding roles. <ul style="list-style-type: none"> • See post-inspection action plan • Develop learning and development strategy for safeguarding – identify capacity to do this and reset timescales • Safeguarding Board to agree 2010/11 training plan – February 2010 	Tim Bishop Karen Wadham	All staff who are involved in leading safeguarding investigations have received 2 day external training. 2010 training dates for social worker workshops and team manager workshops now available and disseminated to staff in the PCT and Mental Health Trust.	
Ensure that annual safeguarding report provides activity data and performance analysis together with details of work programme and objectives. <ul style="list-style-type: none"> • See post-inspection action plan 	Tim Bishop Tina Hornsby	Safeguarding Board and Scrutiny receive regular activity reports. The Safeguarding Board will review and learn from reporting dashboards of excellent local authorities in order to enhance the reporting set received by them.	
Ensure that people who regard themselves at risk of harm have opportunities to contribute to developing and improving safeguarding arrangements. <ul style="list-style-type: none"> • See post-inspection action plan • Develop service user and career engagement strategy for safeguarding – 	Tim Bishop	The Safeguarding Board Away Day in December 2009 considered involvement of service users and carers and heard how they were involved in training and will develop a plan to have presentations at the Board from service user and carers' groups. As part of the Putting People First transformation	

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February 2010 <ul style="list-style-type: none"> • Stay Safe group (LD) to promote hate crime awareness and how to protect yourself advice 		agenda, supporting the development of local service user led groups will be a priority.	
Increase safeguarding awareness. Address anomaly of low safeguarding referrals received from MAPP partners and those who self fund. <ul style="list-style-type: none"> • See post-inspection action plan • Improve clarity of links with MAPPA – April 2010 	Tim Bishop Karen Wadham	The links with MAPPA and MARAC were discussed at the Adult Safeguarding Board Away Day in December 2009 and working to clarify these will be a priority.	
Develop guidance on interpersonal relationships for people who use services. <ul style="list-style-type: none"> • Identify resource and timescale to undertake this work – March 2010 	Tim Bishop Karen Wadham	Work has been carried out in learning disability services around bullying being wrong. Work around relationships is also being undertaken with learning disability teams.	

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