

**HERTFORDSHIRE COUNTY COUNCIL
ADULT CARE SERVICES ACTION PLAN
TO ADDRESS INSPECTION OF SOCIAL CARE FOR OLDER PEOPLE**

APPENDIX 2

| RECOMMENDATION | STANDARD | SSI PRIORITY | ACTION | BY WHOM | TIMESCALE |
|---|---|--------------------------------------|--|---|---|
| <p>1. Ensure that Hertfordshire Older People's Steering Group continues to review the Waiting List Action Plan, takes action to address current issues regarding cases awaiting assessment and undertakes ongoing monitoring of progress.</p> | <p>Standard 3: Quality of Services for Users and Carers – Information and Care Management</p> | <p style="text-align: center;">1</p> | <p>A sub-group of the Hertfordshire Older Peoples Steering Group has been formed, and an Away Day held to address various initiatives. Work is underway in all 7 Area Teams to streamline processes to ensure minimum waiting times for clients.</p> | <p>Each EPD Area Manager leading for their Area</p> | <p>20% reduction against April 2002 by 31 March 2003.</p> |
| <p>2. Ensure that the review of assessment and care management processes addresses outstanding recommendations from previous SSI inspections and that care management reviews take place at appropriate intervals for all service users receiving services including those in residential and nursing care.</p> | <p>Standard 3: Quality of Services for Users and Carers – Information and Care Management</p> | <p style="text-align: center;">2</p> | <p>A comprehensive programme has been set up and a strategic manager appointed to lead planned changes to assessment, care management and develop new ways of working. Within this project, work will include all outstanding SSI recommendations regarding improved care management.</p> <p>Revised review guidance has already been issued and plans are in place to improve performance on reviews.</p> | <p>Jean Farrer Mark Jordan</p> <p>Area Managers</p> | <p>November 2002</p> |

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| 3. With partners, take steps to ensure that all aspects of services for older people demonstrate the principles of prevention, promoting independence and rehabilitation. | Standard 2: Effectiveness of Service Delivery and Outcomes | 3 | Best Value Review of Older People to pay special attention to this recommendation and investigate options to achieve the desired outcomes. | Lead Officer BVR (Patricia Orme) | Completion of Review March 2003 |
| | | | The Programme described at 2 above will include flexible care planning arrangements to achieve these required results. | Jean Farrer | April 2004 |
| 4. With partners, ensure that care programme approach and care management processes are fully integrated as a matter of priority within the work to develop integrated mental health services. | Standard 3: Quality of Services for Users and Carers – Information and Care Management | 4 | Working with Hertfordshire Partnership Trust we will ensure this recommendation is fully implemented. In addition an Area Manager from Dacorum has now been seconded to HPT to explore the integration of mental health care for older people within the mainstream services | Sally Hickman | January 2003 |
| 5. With all stakeholders, ensure that a comprehensive network of intermediate care and reablement services for older people is developed countywide. | Standard 1: National Priorities and Strategic Objectives | 5 | A 3 year Commissioning Strategy is being developed to ensure a range of services are available to meet the needs of the ageing population | Peter Ruane | December 2002 |
| | | | The Best Value Review of Older People will also examine the local network and availability of these services across the county. | Patricia Orme | March 2003 |

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| 6. Develop a day services strategy for older people, including those with mental health problems to include objectives and workforce plans that will give clarity of direction and role within the developing framework of services. | Standard 2: Effectiveness of Service Delivery and Outcomes | 6 | Strategy to be formed and plans to be documented. | Lead Officer Service Manager Residential Day Services (Janice Maher) | April 2003 |
| 7. With health, ensure appropriate mechanisms are in place to ensure cohesive engagement and consultation with independent providers of services for older people at the earliest stages of strategic planning and service development. | Standard 1: National Priorities and Strategic Objectives | | BVR Core Group to include engagement of independent providers in the planning processes. | Lead Officer BVR (Patricia Orme) | Achieved |
| 8. With health, continue to explore and develop use of Health Act Flexibilities in respect of services for older people. | Standard 1: National Priorities and Strategic Objectives | | Pooling of budgets already achieved in areas of equipment, nursing and residential home care | Sarah Pickup | Achieved and in place from April 2003 |
| 9. Ensure that staff in the Customer Service Centre are fully familiar with the Prevention of Adult Abuse Policy and that they have received appropriate training. | Standard 2: Effectiveness of Service Delivery and Outcomes | | Training of existing staff has taken place since the inspection. Induction and on-going training to address issue with CSC. | Mark Jordan Mark Janes | Achieved in December 2002 |

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| 10. Ensure that separate assessments of the needs of informal carers are routinely undertaken. | Standard 3: Quality of Services for Users and Carers – Information and Care Management | | Revised guidance has been issued to include easier access to SSIS screen for recording. Training has been undertaken with all Area Teams. Ensure records are maintained by SSIS for all areas. | Tim Anfilogoff Adrian Smith | Achieved Achieved and On-going |
| 11. Ensure that appropriate systems are in place that demonstrate the managerial oversight and monitoring of care practice and recording. | Standard 3: Quality of Services for Users and Carers – Information and Care Management | | QUAD (Quality Assurance Development) group has already started work on this priority area. Work will be built into the Practice Development Programme as part of quality check on practice changes. | Meg Carter Patricia Orme | Pilot in April 2003. Roll out across all Area Teams. |
| 12. Ensure that eligibility criteria for older people's services is reviewed and revised to comply with <i>Fair Access to Care Services</i> guidance, and fully reflects the council's objectives for older people. | Standard 4: Fair Access | | Full review underway. Criteria to be agreed in February 2003 and piloted as part of Practice Development Programme in April 2003. Then full roll out across Area Teams. | Mark Jordan Fiona Matthews | Completion by April 2003 |

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| 13. With partners, identify the aggregated health and social needs of black and minority ethnic elders and develop appropriate services. | Standard 4: Fair Access | | All Area Managers to take on task with their teams. New Lead Area Manager appointed. Ethnic Elders Strategy to be developed | Area Managers Mark Janes Peter Ruane | Plans in place by April 2003 March 2003 |
| 14. Develop and implement assessment and care management documentation that ensures that service users' first language and other communication needs are identified and demonstrates that older people have been informed of their personal rights. | Standard 4: Fair Access | | Review documentation. Ensure first language recorded on new IT system. Link with review of Care Plan. New IT system has already been designed to support this and A&CM development will encompass information to users & carers. | Mark Janes Mark Jordan | On-going |
| 15. Give consideration to how frontline staff in assessment and care management could make a greater contribution to the quality monitoring processes applied to commissioned services | Standard 5: Cost and Efficiency | | Front line staff when carrying out reviews with clients will now examine the quality of services provided and feedback to the Contracts Unit where good or poor practices are observed eg in Home Care/Residential Nursing care | Area Managers linking with the Contracts Team | On-going |
| 16. Ensure that all key provider services, including in-house providers are fully engaged in processes to identify the health and social care needs of older people. | Standard 5: Cost and Efficiency | | A key requirement within the 3 year commissioning strategy being developed | Peter Ruane | December 2002 |

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| 17. Take actions to ensure that the training programme is effective in meeting the identified needs of staff, gives sufficient attention to ensuring that staff are equipped to deliver national priorities and local objectives and offered joint training opportunities with relevant agencies. | Standard 6: Management and Resources | | Mgt Development Programme underway with Strategy & Consultancy dept of County Council Lead Area Manager for staff groups appointed Training Group representing the various staff groups formed Joint training with Health being explored New style of approach to staff training underway ,moving away from a menu based approach | Director Liddy Lawrence | Achieved Achieved Achieved April 2003 |
| 18. Develop a centralised or local database of staff skills, training and competencies in relation to older people's services to better inform training and development programming. | Standard 6: Management and Resources | | Database specification to be drawn up. Database operational | Susan Suleski, Liddy Lawrence John Cooper | Achieved in December 2002 Operational by April 2003 |
| 19. Give consideration to re-devolving the operational training budget subject to the development of an effective protocol for its use and monitoring. | Standard 6: Management and Resources | | Action by 31 March 2003 as part of the budget process | Ralph Paddock | Achieved and to be implemented 1 April 2003 |