

**BEST VALUE REVIEW OF SERVICES FOR PEOPLE WITH A PHYSICAL OR SENSORY DISABILITY
IMPLEMENTATION MONITORING REPORT**

Lead Assistant Director

David Robinson

Project Management

Gill Manning-Smith has been given overall project management responsibility for the implementation process of this project

Two part-time Service Development Managers Sue Collyer and Carol Thompson, have been appointed to assist with the process, each of whom leads on discrete areas of work

Monitoring

The Team work with an implementation group and lead officers in the department and report monthly to the Physical Disability and Sensory Loss Steering Group.

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Best Value Action / Target	Responsible Officer	Progress	By When
Recommendation 1 To develop a countywide network of information and resources for people of all ages who have a physical disability or sensory loss	Lead Officer – Carol Thompson to lead with individual officers on discrete areas of work		
1.1 Development of Resource Centres		1.1.1 Establish Project Team	Achieved
		1.1.2 Four ACS Day Centres have been identified as suitable for development into Resource Centres: - <ul style="list-style-type: none"> - Greenhills Independent Living Centre - Stevenage Resource Centre - Marsh Lane Day Centre - Jubilee Day Centre 	Achieved
		1.1.3 Countywide service model developed covering all above centres together with all PD centres including the 4 multi-purpose day centres	Achieved and Ongoing

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Recommendation 1.1 (cont'd)		1.1.4 Greenhills and Stevenage Resource Centre to be fully developed as resource centres. In first phase however all day centres will have components of the resource centre model as appropriate to their locality needs	By April 2003
		1.1.5 Display of equipment to be established in 4 day centres with a stock that can be issued direct to clients.	Jan 2003
		1.1.6 PC's which have internet access and adapted keyboards and software to be installed in Greenhills and Stevenage Resource Centre	Jan 2003
1.2 Information Gateway		1.2.1 Mapping exercise achieved to identify PDSL resources across the County	Achieved November 2002
		1.2.2 Part-time Information Officer to be appointed to explore ways of ensuring that information is accessible to the public. This will include making information available on Herts Direct website.	April 2003 – December 2003

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Recommendation 2 To improve the partnership arrangements with the countywide Sensory Disability Team and develop a seamless sensory service which will enhance current provision and reach out to other communities and key partners:-	Sue Collyer		
2.1 To develop partnership arrangements with the voluntary sector on Registration Services		2.1.1 External Consultant investigating areas for development including: - - partnership working - roles and responsibilities of various agencies and EPD Teams / CSF and Sensory Disability Team - Registration Services	December 2002 – June 2003
		2.1.2 Implementation of recommendations from 2.1.1 to be achieved by September 2003	September 2003
		2.1.3 To explore the possibility of developing Woodside Centre to create Sensory Disability Resource Centre to include HAB, HHAS, HAD and the Sensory Disability Team	April 2003

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Recommendation 2 (cont'd)		2.1.4 Work is also underway as part of the Integrated Equipment Project in clarifying roles of all Agencies	Ongoing
		2.1.5 To look to rename the Sensory Disability Team so that the term "Disability" is no longer used	January 2003
2.2 To develop new management arrangements for the Communication Support Unit	Sue Collyer	2.2 Models have been developed for consideration by stakeholders	April 2003
2.3 To create a seamless service for people with a sensory loss by clarifying roles and responsibilities of the the different partners involved in providing these services	Sue Collyer	2.3 As part of the work outlined in 2.1	June 2003

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Recommendation 3 Improve the quality of existing service provision for people with a physical disability or sensory loss in the following areas: -			
3.1 Home Care 3.1.1 Linking Rehabilitation to Home Care	Carol Thompson	Project manager is currently working with the Older Peoples Best Value Review to design a pilot which will test <ul style="list-style-type: none"> ➤ Cost to department ➤ Effectiveness of outcomes ➤ Best model for home care providers Pilot will run in St Albans with home care provider 'Sage Care'	Starting Feb 2003 For 6 months
3.1.2 Increase use of Direct Payments	Sarah Pickup / Shirley Wilson	Direct payments scheme currently being reviewed with the aim of increasing numbers of people using direct payments and simplifying the process	Increasing the current 74 clients by 25% eg 100 by December 2003
3.2 Equipment 3.2.1 Improve re-cycling	Gill Manning-Smith	Further re-cycling improvements planned when the integrated equipment services are established.	April 2003
3.2.2 Link Direct Payments to equipment		As 3.1.2 above	

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3.3 Residential Care Consider the feasibility of working with health to develop a rehabilitation role for residential services to ensure that only those clients who are unable to return to the community remain in long-term care.	Strategic Health Authority Link	Working with the PDSL steering group to identify the best way of moving this forward	January 2003
3.4 Adaptations To explore the possibilities of improving mechanisms for joint working between ACS and District councils			
3.4.1 To base ACS Occupational Therapists in District Councils with the aim of speeding up and simplifying the process of accessing major adaptations.	Carol Thompson to lead supported by Peter Ruane / Liddy Lawrence	Two pilot schemes running since June in Dacorum & Stevenage. These are operating different models and will be evaluated in January 2003. Consideration will then be given to extending schemes across the county. Both Area Teams and District Councils have expressed interest in such schemes	January 2002

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3.4.2 Set up countywide forum comprising ACS/DC to ensure consistency of practice.	Greg Hewitson / Margaret Fitzpatrick	3.4.2 Forum established comprising ACS, DC and Care & Repair agencies. Has met twice and has date booked to meet again in October. Benchmarking processes and types of adaptation Sharing good practice Updating on organisational change	Achieved and ongoing
3.5 Parking Badge Scheme Improvements to the scheme to simplify and automate the process as far as possible	Trish Orme/Margaret Fitzpatrick	3.5.1 Workshops have taken place with staff from both parking badge services. A report went to ACS Board in September. Recommendations were agreed. Work to simplify application in process, to modify application forms and put information about the process on the Hertsdirect website	Achieved
3.6 Day Centres 3.6.1 Review day care provision to clients who require 'care' rather than rehabilitation	Carol Thompson/Judith Chapman	3.6.1 Recommendation to be picked up as part of recommendation 1	Achieved
3.6.2 Extend direct payments to cover day care		3.6.2 Will be picked up as part of the current review of the direct payments scheme	

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3.6.3 Involve users in the management of centres			Achieved
3.7 Assessment and care management Further review underway to determine the best model for the future provision of assessment and care management	Sarah Pickup/Jean Farrer	This work now involves the outcomes of the older peoples best value review, the Hertsmere single assessment pilot and the development of the PDSL resource centres	
3.8 Home library service 3.8.1 Re-launch the volunteer guidelines	Christine Hall		Achieved
3.8.2 Review mobile services			Achieved
3.8.3 Establish user consultation		To work in conjunction with Sue Collyer on this	

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3.8.4 Consider the feasibility of using IT to improve accessibility in conjunction with proposals re the information 'gateway'		To work in conjunction with Carol Thompson re this	
3.9 Provision of information when in hospital When in hospital clients should be provided with accurate information by hospital & primary care Teams and should be kept updated as to what is happening at each stage of any Health intervention.	David Robinson	Work with 8 PCTs, Acute trusts and Hospital Social work teams has been effective in reducing delayed discharges and improving communication at all levels. Seminar planned for 10/2/03 for all Hospital teams to further enhance communication.	Achieved

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<p>Recommendation 4</p> <p>To develop an overall strategy to drive forward the above improvements and provide the groundwork for greater integration with Health. It is recommended that:</p>			
<p>4.1 The Physical and Sensory Disability Steering Group be given formal responsibility for driving the implementation of the review</p>	David Robinson	Currently developing the role of this group	Achieved
<p>4.2 That a PDSL multi-agency strategy be developed.</p>	David Robinson/Gill Manning-Smith	<p>Strategy agreed with all Members of Steering group</p> <p>Strategy to be adopted by all 8 PCTs</p>	<p>Achieved</p> <p>Currently consulting with PCTs</p>

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4.3 That the membership of this group include users and carers	Sue Collyer	Work underway involving voluntary organisations and other partners	Feb 03
4.4 That a project manager is appointed to manage the implementation process	David Robinson	Existing Project manager given task of overseeing this project. Two service development managers appointed to assist. External consultant time to be used as appropriate.	Achieved
4.5 That lead operational managers be identified to assist in the process	Gill Manning Smith	Implementation group established. Lead managers linked to projects as appropriate.	Achieved