

## Service Provision Adult Social Care Plan for 2007/08

### Purpose of Service

Adult Social Care provides vulnerable people within the population of Buckinghamshire with services to aid them to live their lives as independently as possible, consulting with us on a regular basis through client satisfaction questionnaires, partnership boards and conferences on the services we offer and what we can do in the future. We have adopted certain targets with a view to involve and engage with service users, carers and residents of Buckinghamshire to help shape the future of social care at Buckinghamshire County Council. Linked to this is the implementation of work within the 19 local community areas within the county that will enable the service area to develop and build relationships to gain more insight and feedback.

The integration of operational services in Adult Social Care has provided Buckinghamshire County Council with a significant opportunity to define a shared vision for services for the county. This vision is based around both local and national agendas including:

1. The Government White Paper Our Health Our Care Our Say
2. Both Gershon and Wanless Reports
3. Corporate Goals and Targets
4. Local Shared Strategies as defined by relevant Partnership Boards

The wider local vision is termed Every Adult Matters focussing upon improving outcomes for individuals and local communities. The Every Adult Matters framework retains earlier iterations of adult social care strategy based around independence wellbeing and choice and within this year's service plan is structured upon the 7 outcomes as defined within the Government White Paper.

As ever the most important to achieving the Council's desired strategies are its workforce and partners in terms of support to staff the adult social care operations service will work to the corporate employees charter with specific focus in 2007/08 on improving communications with staff and in enabling them to influence how services are structured and provided. We should also endeavour to improve partnership working with users of our services, their carers and partners in all sectors to the greater benefit of the community as a whole.

Target Owner	Target Description	2007-2008 Targets	2008-2009	2009-2010	Improvement Plan
<b>Outcome 1: Improved Health and Emotional Well-Being</b>					
Alison Bulman	OP: Increase the number of elderly people provided with telephone support.	275	300	300	Corporate Plan COMSTAT

Tracey Allan	Increase the number of isolated and vulnerable older people supported to build networks in order to improve their ability to be independent. (Based on GC2C local areas.)	12 areas	15 areas	19 areas	Corporate Plan GC2C, COMST
Alison Bulman	Implement programme for actively targeting information to vulnerable adults across all care groups through the ongoing professional support service	1500	2000	2500	Every Adult Matters
Kerry Stevens	For the SAP programme to be integrated within the wider data quality framework.	Agreement for a single assessment format to be used within BCC ASC.	Implementation of SAP	Review process	SAP
Stuart Mitchelmore	For people with a learning disability known to the service to be registered with a GP and for this information to be held on SWIFT.	95%	96%	97%	
All Service Managers	For a focus across service areas on PAF D55 to support quick access to assessments and services.	84.4%	84.4%	84.4%	
Stuart Mitchelmore	For health action plans to be implemented for LD service users	40	80	120	
Alison Bulman	For the number of delays in hospital to be attributable to social care to be reduced by..	20%	20%	20%	
Alison Bulman	Intermediate Care, step-down facility to encourage independence	Identify use of step down beds to bring about greater capacity.	Maintain capacity	Review	<b>ROPA</b>
Gill Manning-Smith	To maximise independence and provide easier access co locate ASC OP and PSD teams, beginning with the Community Occupational Therapists	Chiltern and Wycombe Team	Amersham	Integrated teams with health and social care	
Gill Manning-Smith	Increase access to information through the Independent Living Exhibition	Open locality access points to disseminate from central point. Open SMART homes	Link access points to GC2C areas wherever possible	Review	
Gill Manning-Smith	Making information accessible to all	Develop an information steering group in PSD to identify areas of need and improvement in line with NSF requirements and link in with other care groups and partnership boards.	Build strategy for ASC	Implementation of strategy	

Outcome 2: Improved Quality of Life					
Kate Walker	Expand all services to be linked to the GC2C programme and across each of the 19 locations	Build a steering group and action plan to take forward GC2C	Review action plan and implementation	Review action plan and implementation	GC2C
Tracey Allan	Continued monitoring of the OP prevention agenda.	Monitored Prevention Agenda	Monitored Prevention Agenda	Monitored Prevention Agenda	Prevention Strategy
Service Mangers	Increase number of users in receipt of a current care plan (D39)	99%	99%	99%	COMSTAT
Stuart Mitchelmore	Promote number of PCPs in users with an LD, which have been audited focussing on the outcomes for an individual as defined within their person centred plan.	20 individuals	Review Audit Tool	Implement	
Gill Manning-Smith	Uptake of specialised day opportunities for people with PSD.	All users offered a referral to Creative Solutions. Make information about community activity available to other care groups	Offer Creative solutions to all care groups	Review	
OP Service Managers	OP: PAF C32 - older people helped to live at home.(BVPI 54)	80.01	80.01	80.01	Corporate Plan COMSTAT
Gill Manning Smith	PSD: Promoting independence and social participation of people with a PSD through help to live at home (C29)	5	5	5	Corporate Plan COMSTAT
Stuart Mitchelmore	LD Helped to live at home per 1000 population (18-64)	3.1	3.1	3.1	Corporate Plan COMSTAT
Gill Manning-Smith	Improve access to community equipment (PAF D54)	86%	86%	86%	Corporate Plan COMSTAT
Tracey Allan	Intensive Home Care. PAF C28	12	12	12	ROPA

Tracey Allan	Internal Homecare	Review of homecare service and increase of efficiency without impact on service	Maintain	Review	
Service Mangers	Convergence of development and shared strategies for consistent working across ASC	Identify and recognise strategies to be built to be across service provision	Drawing up shared strategies	Implementing Strategies	
<b>Outcome 3: Making a positive contribution</b>					
Service Managers	Improve the number of carers receiving an assessment of their needs. PAF C62	15	15	15	
Service Managers	Improve the number of carers receiving support. (LAA 2a)	6000	7000	7000	Corporate Plan LAA 10
Service Managers	users / carer representation in recruitment process	LD and PSD involvement at 20%	Expand across all care groups	Review effectiveness	
Service Managers	user and carers representation on partnership boards.	Review effectiveness of Representation on all Partnership Boards.	Review effectiveness of Representation on all Partnership Boards.	Review effectiveness of Representation on all Partnership Boards.	
Andrew Capjon	support client satisfaction forms.	100% new users receive satisfaction survey with 30% + response rate	100% new users receive satisfaction survey with 30% + response rate	100% new users receive satisfaction survey with 30% + response rate	
Kate Walker	promote user engagement	Users engagement/ conferences held at least 1x every 3 years across all care groups	Review	Review	
Kate Walker	Seek feedback on services through mystery shopping and discovery interviews	x2 mystery shopping exercises implemented in year across all care groups x1 round of discovery interviews	x2 mystery shopping exercises implemented in year across all care groups	x2 mystery shopping exercises implemented in year across all care groups	
Tracey Allan	To promote volunteering in Bucks via the LAA. Baseline established through partnership group of 1500 volunteers carrying out more than 2 hrs of volunteering per week.	3% increase	3% increase	3% increase	LAA

<b>Outcome 4: Increased choice and control</b>					
Service Managers	Improve waiting times for care packages (PAF D56)	90%	90%	90%	
Alison Bulman, Dot Evans, Stuart Mitchelmore, Gill Manning-Smith	Choice provides a wide range of users with the options they require to meet their needs in the most effective manner. Service deficit recording systems required.	Project group formed	Proposal for system	Implementation	
Service Managers	Maintain position in high performing DPs authority. (C51)	150.01	150.01	150.01	COMSTAT
Gill Manning-Smith, Stuart Mitchelmore	Implement individualised budgets.	Involve PSD and LD clients in the pilot of individualised budgets to enable a significant increase of uptake	Review uptake of individualised budgets	Review uptake of individualised budgets	
<b>Outcome 5: Freedom from discrimination</b>					
Dot Evans	BME Audit of access routes completed by third party	Audit completed and findings built into an action plan	Implementation of action plan	Review action plan and audit	
Gill Manning Smith	Agree transitional procedures and lead.	Agree transitional procedures and lead.	Review of services	Implement	
All Service Managers	Improve recording of client ethnicity of adults assessed, reviewed or receiving services	10%	10%	10%	ROPA
Muriel Alleaume	Embed all equality duties into service provision	Develop the Diversity and Equality Strategy across Adult Social Care	Mainstream the strategy across all service areas.	Review	
Gill Manning-Smith	Ensuring all service users have access to Interpreting and translation services	Access to the Interpreting and Translation service for Community Occupational Therapists	Maintain access	Maintain access	Equality Standd

Gill Manning-Smith	Complaints and compliments available to all service users	Translate Hearing the Customers view into British Sign Language (BSL)	Maintain	Maintain	
<b>Outcome 6: Economic well-being</b>					
Gill Manning-Smith	To increase awareness and use of the Independent Living Fund	Rewrite Direct Payments training to include Independent Living Fund modules and In Control	Maintain	Maintain	
Gill Manning - Smith	PSD Partnership Board to ensure NSF Long Term Conditions in terms of vocational rehabilitation	Map services	Develop plan to address gaps and inequalities	Implement Plan	NSF
Mandy Thompson	Support LAA target to increase uptake of pension credit and attendance allowance.		1%	1%	1% LAA
<b>Outcome 7: Maintaining personal dignity (and respect)</b>					
Gill Manning-Smith	Enhance/develop contracts with voluntary organisations to develop services for HIV/Aids	SLA's in place. Regular monitoring	Maintain	Maintain	
Kate Walker	Review of Consultation programmes on engagement with all care groups	Develop a report/ presentation of current consultation practices with older people to present at the Annual Older People's Conference	Extend across all care groups	Review	
Dot Evans	Safeguard vulnerable adults in Buckinghamshire by establishing an independently chaired Inter-Agency Protection of Vulnerable Adults Board.	Yes (March 2008)	-	-	
Gill Manning-Smith	Telecare available to people to have in their homes	Management group to include users. Exhibition in partnership with DCs to improve ability to respond to calls.	Access points/ SMART houses. Train staff in assessment and prescription.	Raise public awareness	
Cindy McCreary	Mandatory training in place for all ASC staff.	HR records show 100% of staff have necessary/ mandatory training.	HR records show 100% of staff have necessary/ mandatory training.	HR records show 100% of staff have necessary/ mandatory training.	
Service Managers	Support choice through reduced number of double room. (PAF D37)		93	93	93

All Service Managers	File audits completed in line with organisational requirements.	10% increase in file audits	10% increase in file audits	10% increase in file audits	
All Service Managers	Raising Awareness of the dignity challenge with staff	Consultation with all service provision staff in 2007/08 to be included in ASC conference	Review of dignity in care awareness	Review of dignity in care awareness	Dignity in Care
Kerry Stevens	Improving internal communications and enabling staff to be involved and influence services	Develop and implement a communication action plan	Review action plan and outcomes	Review action plan and outcomes	

**Accountable Officer:**

Kerry Stevens

**Strategic Director**

Rita Lally

**Cabinet Member**

Mike Colston