

## ACTION PLAN IN RESPONSE TO THE REVIEW OF ADULT SOCIAL SERVICES

Report Recommendation	Adult Services Action	Timescale / Lead	Resource Implications
<p><b>OSB Report 6.2.1</b> That an audit of the information available to residents about the availability of care services in the market place be undertaken to enable residents to purchase these direct rather than via the Council and that new communication and information tools be developed to remedy any shortfall.</p>	<p>A review of all documentation relating to care services will be undertaken in the autumn. This will be part of a wider review of all adult services user information with the move to the Care Trust. The review will encompass forms and public information leaflets as well as information provided on the new Care Trust website. We will also be reviewing the accessibility of information to ensure it is available to people with sensory impairment and in an easy-to-use format for people with learning disabilities</p>	<p>Audit of existing documentation to take place by Dec 05</p> <p>Faye McNiven, Lead Officer for Quality</p>	<p>Minimal – some additional printing costs and website updates</p>
<p><b>OSB Report 6.2.2</b> That the eligibility criteria through Fair Access to Care Services be retained as “substantial” or “critical” and that social services managers be requested to ensure that the methods being used to assess</p>	<p>The application of Fair Access to Care Services (FACS) remains a critical part of the assessment process for service users. Training on FACS is on-going within adult social care and service managers regularly conduct case</p>	<p>FACS training currently has been taking place with all social care staff and some health staff having undergone training.</p> <p>Training will be incorporated into training on assessments to be developed from Jan 06</p>	<p>Resource implications for funding of training for staff. Currently discussing training plans with Council’s training team</p>

potential clients is robust enough to ensure that services are only available to people who meet this level of need.	reviews to ensure that the criteria are being applied correctly. A modular training programme plan will be developed with the Council's training department to ensure training on best practice in assessments, FACS, Single Assessment Process etc to ensure all staff in health and social care understand and apply the criteria consistently		
<b>OSB Report 6.2.3</b> That social services managers ensure that the panel meetings held within the adult social services division that determine placements are more robust in their decision making	Currently reviewing how decisions on care packages and placements are currently made. Senior Manager attending panel to ensure placements are appropriate. Packages over £25K to be Director of Operations and his management team for final sign-off. Reports to be given to practitioners on monthly basis to track placement trends and identify training/performance issues	Senior Manager to attend Panel from October 05.  Care packages over £25K to go to Operations Directorate meeting from October 05  Reports to be given to practitioners from mid October  Lead – Ray Hodgson, Operations Manager, Commissioning	No resource implications  No resource implications  No resource implications

<p><b>OSB Report 6.2.4</b> That, through joint working, health officials be given a clearer understanding of the levels at which the Council will intervene and provide services for older people</p>	<p>All community health staff in Torbay working with older people will be receiving training on FACS and the Council's obligations to provide services. We are also looking to develop training information for GPs to brief them on FACS to ensure promises of services are not made by a doctor to service users who would not meet the 'substantial' or 'critical' threshold. Several GPs having 'shadowed' a social worker to gain improved understanding of social care obligations and constraints</p>	<p>Training for community health staff has begun as part of development of integrated teams, Training on FACS to be part of core training/induction in new Care Trust from Jan 06</p> <p>Lead – Tim Gainsford, Professional Lead for Social Care</p>	<p>No resource implications</p>
<p><b>OSB Report 6.2.5</b> That health professionals be provided with the same information that will signpost clients to the market place in the first instance for care services for clients who are not likely to meet the intervention criteria.</p>	<p>The new processes that we will implement in the Care Trust will be focussed around the needs of the service users. Review underway on how information is provided to the public and health and social care professionals.</p>	<p>Plan to have new central information and contact service in place by early 2006</p> <p>Lead – David Harborne, General Manager, Tqy South</p>	<p>Financial resource implications £150K - improvement needed to telephone network at Union House to improve customer service and facilitate call handling</p> <p>£50K - 3 additional staff to resource contact/information service</p>

<p><b>OSB Report 6.2.6</b> That a review of social services charging policies and practices, financial assessments, income raising and debt recovery be undertaken to ensure an efficient and effective service is provided and that the Council is able to retrieve all of its income in a timely manner</p>	<p>The integration of health and social care requires that we review all the existing financial processes. We are integrating the FAB team and Direct Payments team under the same line management to develop closer relationships between these services and the next stage will be to explore how income and debt recovery can be best integrated in the new organisation to maximise efficiency. This process will involve the Director of Finance of the new Care Trust as well as the Director of Operations and his team.</p>	<p>Review of income generation and debt collection underway to identify immediate issues Lead – Janet Wheeler, Finance Manager</p> <p>Strategic review of financial processes to be conducted as part of move to Care Trust Lead – Steve Wallwork Director of Finance, Care Trust</p>	<p>No resource implications Identified as yet</p>
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