

ADULT SERVICES WORK PROGRAMME 2004

Strategic task	Objectives	Lead Responsibility	Source of Reference	Timescale
1. Ensure effective links between Health, Social Services, Housing and other stakeholders including the private and voluntary sectors.	<ul style="list-style-type: none"> Ensure that the Older Persons Board develops into the central body that is used for consultation in relation to the development of all services for adults Reviewing joint Planning Strategies Developing protocols for information sharing across agencies. The intermediate care strategy should be developed in partnership with Health Communication methods with providers needs review 	PS ASMT ASMT PS ASMT	SSI Action Plan Best Value Review SSI Action Plan SSI Action Plan	Dec 2004 Dec 2004 Sept 2004 March 2004 March 2004
2. Integration	<ul style="list-style-type: none"> Produce a Project Plan to direct the integration agenda Ensure that single assessment processes are in place Brixham Pilot to be in place Ensure robust monitoring of joint equipment store partnership agreement 	PS PS PS RH	Business Plan “ “ “ “	June 2004 April 2004 April 2004 April 2004
3. Emergency Planning	<ul style="list-style-type: none"> Monitor and ensure that a robust system is in place and that all staff are continually informed 	PS/RH	Business Plan	Ongoing
4. Adult protection				
5. Carers Strategy	<ul style="list-style-type: none"> Increase the recording of carers assessments. Reviewing current levels of respite care Review current arrangements for ‘support services’ Ensure robust commissioning strategy that is integral to the overall commissioning strategy for Older People 	JD JD JD PS/JD/RH	Business Plan Best Value Review Best Value Review Business Plan	Dec 2004 June 2004 June 2004 August 2004
6. Commissioning	<ul style="list-style-type: none"> The development of a Commissioning Strategy that includes the development and delivery of a project plan that links health and Social Services modernization and organisational requirements. 	RH	SSI Action Plan Best Value Review	April 2004

	<ul style="list-style-type: none"> • The role and authority of the Older Peoples Board in relation to joint commissioning should be reviewed and formalized • Audit of current status of usage and placements in Care Homes. • Development of further intermediate care, interim care and extra care housing • Review of contracting arrangements for Domiciliary Care • Review of in house structure for Domiciliary Care • Increase in the development of intensive home care • Audit current status of usage and places contracted for Day Care Services • Increase joint commissioning with other partners for Day Care Services • More efficient transport arrangements to be developed for Day Care Services • Commissioning services which provide meals seven days per week 	PS/RH RH ASMT RH MS ASMT RH RH RH RH/MS	SSI Action Plan Best Value Review SSI Action Plan/Best Value Review Best Value Review Best Value Review Best Value Review Best Value Review Best Value Review Best Value Review Best Value Review	June 2004 Sept 2004 Dec 2004 June 2004 April 2004 Dec 2004 Aug 2004 Aug 2004 Aug 2004 Sept 2004
7. Direct Payments	<ul style="list-style-type: none"> • Uptake of direct payments should be increased with the necessary support. • Costing proposal to be prepared for an evaluation of Direct Payments 	ASMT PS	SSI Action Plan SSI Action Plan	June 2004 Feb 2004
8. Mental Health (Older People)	<ul style="list-style-type: none"> • Continue to improve working relationships with DPT and housing in order that Older peoples services connect closely to services for older people with mental health problems and with housing • Ensure the development of and agreement to the partnership agreement 	PS/RH PS	SSI Action Plan SSI Action Plan/Business Plan	Ongoing April 2004
9. Supporting People	<ul style="list-style-type: none"> • Recruit & train review staff • Ensure adequate & appropriate financial management and support • Develop IT system • Complete Needs mapping • Produce annual business plan 	FM FM/Finance FM/IT FM FM	Business Plan “ “ “ “	March 2004 Ongoing June 2004 March 2004 March 2004

	<ul style="list-style-type: none"> • Complete 5 year SP strategy. • Complete year 1 & 2 programme of service reviews • Ensure robust commissioning strategy that is integral to the overall commissioning strategy for Older People 	FM FM PS/FM/RH	“ “ “	November 2004 April 2005 Aug 2004
10. Maintain and develop service provision	<ul style="list-style-type: none"> • The provision of services for Older People requires better access and availability of services to enable Service Users and Carers to remain independent with services which facilitate that independence and social involvement • Developing an information strategy for older people. • Ensuring accurate information is available to service users and carers. 	ASMT ASMT ASMT	Best Value Review SSI Action Plan Business Plan	Ongoing May 2004 Dec 2004
11. Ensure robust Care Management systems	<ul style="list-style-type: none"> • Reviewing the location of ASW's to ensure that they are meeting the needs of the service. • Implement Recording with Care that includes implementing File Auditing • Reduce waiting times for assessment for equipment • Single assessment process fully in place • Increase assessments for district nursing • Ensure that Health Care needs of older people are recorded and met • A review of the new Care Management Structure is required • Set up systems that ensure that FACS criteria is being applied correctly • Care plans should be systematically shared with service users and carers and this should be reflected in care files • Complete all protocols • Ensure that we meet new assessment/service targets for Dec 2004 • Ensure the integration of services delivered through DFG grant with mainstream Adult Services 	PS/RH RH/TG RH/TG PS/TG/RH TG? TG/RH PS PS/TG/RH TG/RH PS/TG/RH TG PS	Best Value Review Best Value Review Best Value Review Best Value Review SSI Action Plan SSI Action Plan Business Plan Business Plan “	Aug 2004 April 2004 Ongoing April 2004? Dec 2004 April 2004 April 2004 April 2004 June 2004 Dec 2004 May 2004

12. Physical and Sensory Disability	<ul style="list-style-type: none"> Develop a strategy for the development and improvement of services Improve the communication between service delivery and planning 	RH	Business Plan	June 2004
		PS/RH	“	March 2004
13. Standards of Care	<ul style="list-style-type: none"> Ensure regular service monitoring Improve working relations with providers Improving response times to referrals By ensuring that charging for services is transparent, fair and consistent. Assessments are timely Letters sent to service users which can easily be understood. Support and information for older people waiting for assessments should be improved Effective monitoring of service users should be established Service users and carers should be consistently informed at the outset how to access the complaints system and their records Effective monitoring of the ethnicity of service users should be established Benchmarking against the SSI's Standards for Community Care services for black and ethnic minorities to be established 	ASMT	Best Value Review	June 2004
		PS/RH	SSI Action Plan	April 2004
		TG/RH	Best Value Review	Ongoing
		ASMT	Best Value Review	April 2004
		TG/RH	SSI Action Plan	Ongoing
		ASMT	SSI Action Plan	March 2004
		TG/RH	SSI Action Plan	June 2004-01-25
		ASMT	SSI Action Plan	March 2004
14. People Management	<ul style="list-style-type: none"> Exit interviews to be carried out with all leavers Absenteeism reports to be provided regularly to managers Implement recommendations in H.R. Strategy Ensure good methods of communication exist with all staff Ensure the use of RADAR ensures the sound planning of a training needs strategy for the service 	PS	SSI Action Plan	Sept 2004
		PS	SSI Action Plan	Immediate
		ASMT	Business Plan	Feb 2004
		ASMT	“	March 2004
15. Business Planning/Performance management	<ul style="list-style-type: none"> Ensure that the culture of business planning is adopted by adult services 	ASMT	Best Value Review	July 2004
		ASMT	“	March 2004
		PS	“	April 2004
		ASMT	Business Planning	April 2004

	<ul style="list-style-type: none"> • Develop a robust business plan that is owned and developed by Adult Services 	PS	“	Feb 2004
16. Finance	<ul style="list-style-type: none"> • Ensure the development of more robust budget monitoring systems 	PS	“	Dec 2004
	<ul style="list-style-type: none"> • Develop robust auditing arrangements for grants 	PS	“	Immediate