

Derby City Council - Improvement planning October 2010

This plan has been formulated in response to the improvement areas identified in the inspection report produced by CQC following the service inspection conducted during September 2010.

Improvement Area 1 – Safeguarding Adults: Ensure that all staff are aware of and follow multi-agency safeguarding adults procedures.		
How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> • Training to be supported by review of practice outcomes through performance monitoring and reflective supervision. 	<ul style="list-style-type: none"> • Alerts are made and responded to in a timely and proportionate way. 	March 2011
<ul style="list-style-type: none"> • Training programme and course content to be reviewed in light of learning from above and to reflect specific needs of partner agencies e.g. Mental Health Trust. 	<ul style="list-style-type: none"> • The number of inappropriate alerts is reduced. 	March 2011
<ul style="list-style-type: none"> • Review of existing process and practices. Audit of MHT incident database to be undertaken monthly. 	<ul style="list-style-type: none"> • Clear understanding of roles and interface between the Safeguarding Team and other teams including Learning Disability and Mental Health Services. 	January 2011
<ul style="list-style-type: none"> • Volume and quality of referrals to be audited to assist in identifying the need for specific protocols and targeted refresher training for partner organisations. 	<ul style="list-style-type: none"> • There will be a more proportionate rate of referral across the partnership and in line with national benchmarking data. Particularly with the DWP, Police and GPs. 	March 2011

Improvement Area 2 – Safeguarding Adults: Ensure that a quality assurance framework for safeguarding is developed and implemented.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> A quality assurance framework is being developed across all partner agencies. Where applicable aspects of the quality assurance framework will be extended across the Safeguarding partnership. 	<ul style="list-style-type: none"> Improved outcomes for people in all community, health and social care settings both in terms of preventing abuse and responding where abuse occurs. On audit, there will be clear evidence of a risk assessment and safeguarding plan. 	Feb 2011
<ul style="list-style-type: none"> Audit arrangements to be agreed and implemented across partner agencies 	<ul style="list-style-type: none"> Improved adherence to time standards in the safeguarding process. Areas for further improvement are clearly identified. 	June 2011

Improvement Area 3 – Safeguarding Adults: Ensure that the profile of dignity in care is raised and all staff are aware of the principles.

How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> Dignity Challenge to be incorporated at all stages of commissioning processes. 	<ul style="list-style-type: none"> Evidence through quality monitoring that services are more explicitly focussed on customer needs and desired outcomes. 	June 2011
<ul style="list-style-type: none"> Dignity Networks to be developed for care homes and home care agencies. 	<ul style="list-style-type: none"> Dignity networks in place for all homes and home care agencies. Issues of quality are raised with Social Services via the Dignity networks. 	May 2011

<ul style="list-style-type: none"> Content of Dignity in Care training to be reviewed to ensure links with multi agency practice can be made. 	<ul style="list-style-type: none"> People's individual reviews can evidence that their wishes and preferences have been sought and are encapsulated in their support plan. The individual, family and friends confirm that their wishes and preferences have been acted on. 	Nov 2011
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Improvement Area 4 – Safeguarding Adults: Ensure that permission is sought from all existing and new people that use services before information about them is shared, and that this is appropriately recorded.		
How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> Review of procedures, practice guidance, recording and documents to include consent to sharing information. 	<ul style="list-style-type: none"> On audit, records will demonstrate that consent is appropriately sought at all stages of the Safeguarding process and that person centred outcomes are achieved. 	March 2011

Improvement Area 5 – Safeguarding Adults: Ensure that all citizens who would benefit from deprivation of liberty assessments and support from independent mental capacity advocates receive these services.		
How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> The Mental Capacity Forum reporting to the Safeguarding Board has revised its plan to address this area. 	<ul style="list-style-type: none"> Providers and practitioners will understand the practice implications of the training received. It is anticipated that requests for Deprivation of Liberty Safeguard authorisations will increase along with 'third party' referrals. It is expected that IMCA referrals will increase. 	June 2011

Improvement Area 6 – Choice and Control for older people: Strengthen arrangements to respond to calls from older people and their carers for information and advice.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> A full analysis of difficulties experienced by customers is underway. This will result in some short term actions pending the provision of improved technology through the One Derby One Council Customer Services programme. 	<ul style="list-style-type: none"> In the short term there will be some improvement in the speed of response to telephone calls. In the longer term there will be specific standards which are monitored and achieved. 	Dec 2012
<ul style="list-style-type: none"> Older people and their carers will be involved in the redesign of the Council's website and its Customer Management service 	<ul style="list-style-type: none"> Following customer surveys, there will be improved satisfaction from older people regarding the advice and information they receive from the council. 	March 2012

Improvement Area 7 – Choice and Control for older people: Ensure that assessments are holistic and that supported self assessment processes for older people are available.

How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> A review of current practice and process is underway. We are working with OLM to redesign the Assessment Questionnaire that links to the RAS. 	<ul style="list-style-type: none"> Processes will be simplified and revised policy and practice guidance will be available for staff. 	March 2011
<ul style="list-style-type: none"> A comprehensive training programme will be delivered. 	<ul style="list-style-type: none"> Staff will be clear on standards. They will be supported and equipped to consistently deliver the set standards. 	

Improvement Area 8 – Choice and Control for older people: Improve recording practices to ensure that documentation is completed appropriately to clearly identify older people’s needs.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> Recording practice guidance and standards will be revised. Training will be delivered accordingly. 	<ul style="list-style-type: none"> Audit will demonstrate improved quality and timeliness of recording. 	April 2011

Improvement Area 9 – Choice and Control for older people: Promote personal budgets and direct payments for older people, including their use to meet people with more complex needs.

How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> A range of options for supporting people to manage personal budgets are being developed. 	<ul style="list-style-type: none"> Increased take up of direct or indirect payments. 	March 2012
<ul style="list-style-type: none"> Requirements for financial record keeping will be reviewed and made as simple as possible. 	<ul style="list-style-type: none"> People will not be deterred from taking direct payments by burdensome administrative arrangements. 	March 2011
<ul style="list-style-type: none"> Market development will continue to ensure there is real choice about how to use personal budgets 	<ul style="list-style-type: none"> People will confirm that their support plans meet their outcomes well. 	March 2012

Improvement Area 10 – Choice and Control for older people: Improve and develop culturally appropriate services to meet the needs of older people, particularly for people with dementia.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> Staff training will address issues of culturally appropriate practice. 	<ul style="list-style-type: none"> Assessment and support planning staff will be confident in addressing individual cultural needs. They will also be to supply information about gaps in service to inform market development. 	September 2011

<ul style="list-style-type: none"> Issues identified in the Older People's strategy will inform the development of new services including dementia support with partners. 	<ul style="list-style-type: none"> There will be a more proportionate take up of services across community groups. 	Nov 2011
<ul style="list-style-type: none"> Continued engagement with the BME Voluntary and Community Sector will inform this work. 	<ul style="list-style-type: none"> There will be a wider number and range of services available to meet a variety of cultural needs. 	Nov 2011

Improvement Area 11 – Leadership: Maintain the momentum to introduce personalisation and ensure that staff are familiar and confident with relevant processes and procedures.

How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> A multi agency review of our vision for personalisation is underway. Resources will be aligned to deliver the transformation plan. 	<ul style="list-style-type: none"> There will be a further shift in culture and practice which will support increased choice and control for older people. Continued increase in the percentage of people who have a personal budget. 	March 2011
<ul style="list-style-type: none"> A revised training programme will be implemented to give staff the knowledge and tools to practice in a personalised way across all partner agencies. 	<ul style="list-style-type: none"> Continued increase in the percentage of people who have a personal budget. 	March 2011

Improvement Area 12 – Leadership: Ensure that staff supervision and performance management processes are consistent, challenging and systematically audited.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> A quality assurance framework for social care practice is being developed. 	<ul style="list-style-type: none"> Audit will demonstrate improved and consistent practice. 	Feb 2011

<ul style="list-style-type: none"> The supervision policy is being refreshed to reflect the recommendations of the Social Work Reform Board. 	<ul style="list-style-type: none"> Staff will be better supported in developing their practice particularly in relation to risk identification and management. 	March 2011
<ul style="list-style-type: none"> Managers will be provided with performance information on a team basis. 	<ul style="list-style-type: none"> Managers will be able to develop improvement plans based on more specific service and practice information. 	Dec 2010

Improvement Area 13 – Leadership: Improve quality assurance processes and use this information to improve services for to vulnerable adults and older people and their carers.

How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> More detailed user feedback will be sought via preferred home care providers. 	<ul style="list-style-type: none"> Improvements in home care services will be based on this feedback. 	July 2011
<ul style="list-style-type: none"> A Serious Untoward Incident (SUI) Policy and Procedures will be introduced. 	<ul style="list-style-type: none"> Timely notification of SUIs. Appropriate management of SUIs. Auditable learning implemented from SUIs. 	Jan 2011
<ul style="list-style-type: none"> More robust quality monitoring processes for home care will be introduced. 	<ul style="list-style-type: none"> Likely improvements will include improved contact time, better care planning and more targeted staff training and development, reduction in late or missed calls. 	Feb 2011
<ul style="list-style-type: none"> An action plan will be developed arising from analysis of the Annual Complaints report, management reviews and any Serious Incidents reviews. 	<ul style="list-style-type: none"> There will be clear evidence that learning from compliments, complaints, management reviews and serious incident reviews result in changes in policies, procedures and practice which will be audited as part of our quality assurance framework. A learning culture will be further promoted. 	June 2011

Improvement Area 14 – Commissioning and use of resources: Develop robust quality assurance processes for residential care provision and use this to guide improvements.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> An annual review process for all residential homes will focus on user feedback. 	<ul style="list-style-type: none"> Improvements in quality will be illustrated and informed by resident and carer satisfaction. 	April 2011
<ul style="list-style-type: none"> There will be proactive gathering of information from care management reviews. 	<ul style="list-style-type: none"> Auditable evidence that this intelligence is acted upon to improve services for the individual and aggregated to inform commissioning and market-shaping. 	This will be an on-going process commencing in March 2011
<ul style="list-style-type: none"> Service specification and contract documentation will be revised to emphasise quality outcomes and tested out with older people as co-producers. 	<ul style="list-style-type: none"> Clearer focus on quality in established services. Greater satisfaction levels with services 	Nov 2011
<ul style="list-style-type: none"> There will be a specific approval process for dementia and other specialist care. 	<ul style="list-style-type: none"> Focused improvement in high priority areas. 	April 2011

Improvement Area 15 – Commissioning and use of resources: Further develop services to promote the personalisation of services for older people and their carers.

How is this to be achieved / action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> The micro provider strategy to develop and extend organisations will be implemented. 	<ul style="list-style-type: none"> Increased range of flexible and individually tailored services will be available. 	April 2011
<ul style="list-style-type: none"> The Voluntary and Community Sector will be encouraged to develop services for purchase via Personal Budgets. 	<ul style="list-style-type: none"> More services will be provided by voluntary and community groups. 	June 2011

<ul style="list-style-type: none"> • A register of approved personal assistants will be established. 	<ul style="list-style-type: none"> • Greater confidence in and increased use of personal assistants by older people. 	July 2011
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Improvement Area 16 – Commissioning and use of resources: Further strengthen partnership arrangements with health partners by developing a joint commissioning strategy.

How is this to be achieved /action	Expected evidence of improvement	timescale
<ul style="list-style-type: none"> • Completion of Prevention and Early Intervention strategy focused on intermediate care, enablement, falls prevention and assistive technology. 	<ul style="list-style-type: none"> • Reduction in unplanned hospital admissions, reduced care home admissions and less demand for formal on-going social care support. 	Dec 2010
<ul style="list-style-type: none"> • Review of joint dementia strategy and agreement of priorities for 2011/12. 	<ul style="list-style-type: none"> • Earlier diagnosis and more preventative support leading to fewer emergency admissions to hospitals and care homes. 	Feb 2011