

Community Care Services Management Plan

2009 - 2010

social work...putting people first



Community Care Services Management Plan 2009 – 2010

Introduction

The Community Care Services Management Plan sets out the priorities for Community Care services over the coming year, which we will deliver in line with the goals and values of Falkirk Council. Importantly this plan sets out our responsibilities and contribution to meet the priorities contained in the Councils Corporate plan 2008-11, the Single Outcome Agreement that has been developed by the Council and our Community Planning partners and the Social Work Service Plan.

In addition, this plan takes account of the work we are undertaking with our partners in particular, NHS Forth Valley.

Community Care Services

Community Care services exist to provide and commission support, care and protection services for a broad range of service users and their carers who are from the Falkirk Council area, including some of our most vulnerable citizens. We aim to provide high quality assessment and care management services, organising suitable support services. We do this in partnership with NHS Forth Valley, other local authorities and the voluntary and private sector.

A range of services may be provided including:

- Care and support at home
- Direct Payments
- Equipment and adaptations
- Mobile Emergency Care Services (MECS)
- Short breaks/respite
- Information on debt and welfare benefits.

Lead Officers

The following lead officers will be responsible for key actions contained in the Community Care Services Management Plan as follows:

Margaret Anderson	Acting Director of Social Work services
Marion Reddie	Head of Service – Community Care
Paul Donnelly	Service Manager – Community Care
Alec Graham	Service Manager – Physical Disability and Sensory Impairment
Carole Jones	Service Manager – Mental Health and Learning Disability
Liz McGhee	Service Manager – Care and Support at Home
Susan Nixon	Service Manager – Older People's Services
Suzanne Thomson	Service Manager – Service Planning and Performance
Pam Gillespie	Workforce Development Manager
Des McCart	Service Manager – Contracts and Commissioning
CCSM	Community Care Service Managers
CCFG	Community Care Finance Group

Further information

If you would like any further information on Community Care services or on any aspects of the action plan, please feel free to contact Suzanne Thomson, Service Manager on tel:01324 501923 or email suzanne.thomson@falkirk.gov.uk

Marion E. Reddie

Head of Service - Community Care

Actions	Timescale	Lead Officer	Resources
Develop a Participation Strategy for Social Work Services that complements the revised Corporate Community Engagement Strategy	September 2009	Suzanne Thomson	SW Revenue Budget
Monitor the timescales and nature of complaints we receive through the corporate complaints procedure	Monthly	Marion Reddie	SW Revenue Budget
Implement the actions agreed in the Sensory Centre Development Plan 2009-12	March 2012	Alec Graham	Resources to be identified
Develop consistent and clear working relationships with colleagues in other service areas, in particular Criminal Justice	January 2010	Paul Donnelly	SW Revenue Budget
Develop an effective carers assessment which is offered on a regular basis	December 2009	Paul Donnelly/ SuzanneThomson	SW Revenue Budget
Support the Council to review and update our Improvement Plan following the publication of the Audit of Best Value and Community Planning Report	Quarterly updates	Dir of SW/Marion Reddie	SW Revenue Budget
Further develop and improve our public performance reporting	Review by December 2009	Marion Reddie	SW Revenue Budget
Ensure the Council's customer service standards continue to be implemented across the service	Quarterly reports to BVAF	All CCSM	SW Revenue Budget
Consider the forthcoming national guidance on eligibility criteria and draft a report outlining proposals for elected members consideration	December 2009	Marion Reddie	Resources to be identified
Implement Internal Audit action plans relevant to Community Care services	Ongoing	CCSM	SW Revenue Budget
Implement the Action Plan that addresses the recommendations from the SWIA Performance Inspection of Social Work Services in 2008:			
<ul style="list-style-type: none"> ▪ Social work services and their partners need to set targets to increase opportunities for people with learning disabilities to access employment opportunities and further education, including mainstream or vocational training 	September 2009	Carole Jones	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Social work services must move more quickly to put systems in place for monitoring compliance with National Standards for the mental health officer service 	November 2009	Carole Jones/ SuzanneThomson	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Social work services should ensure that they offer carers' assessments on a consistent basis 	September 2009	Paul Donnelly	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Falkirk social work services should complete the review of its community care services as a matter of urgency. 	December 2010	Marion Reddie	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Falkirk social work services should ensure that service users and carers have an up to date copy of their care plans 	Ongoing	Paul Donnelly/ SWIS Board	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Falkirk social work services should undertake multi agency training on adult protection to include health, the police, and independent agencies. 	Ongoing	Pam Gillespie	ASP funding from Sc. Govt.
<ul style="list-style-type: none"> ▪ The council needs to ensure that the principles of adult protection and other community care priorities are as corporately embedded as child protection and child care priorities. 	July 2009	Marion Reddie	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Falkirk social work services should undertake comprehensive risk assessments for service users when there are significant safety and protection issues. They should produce a risk management plan for each one which should be reviewed 	November 2009	SMT/ Paul Donnelly/ Carole Jones/ Alec Graham	SW Revenue Budget

Actions	Timescale	Lead Officer	Resources
<p>annually or more frequently if required.</p> <ul style="list-style-type: none"> Falkirk social work services should develop a strategic approach to the development of advocacy services and should ensure that services work together effectively. Falkirk social work services should complete its commissioning strategy. This should include clear direction for individualised purchasing and self-directed care and make links to the joint commissioning strategy for older people. 	April 2010	SuzanneThomson	SW Revenue Budget
	December 2009	Des McCart	SW Revenue Budget
Develop an action plan for the joint commissioning and financial management priorities between the Service and NHS Forth Valle	December 2009	Marion Reddie/ Des McCart	CC Revenue Budget
Ensure we undertake appropriate reviews of our services in line with corporate criteria:			
<ul style="list-style-type: none"> Best Value Review of SW Expenditure 	March 2010	Marion Reddie	SW Revenue Budget
<ul style="list-style-type: none"> Service Reviews: Community Care and Integrated Teams 	March 2010	Marion Reddie	SW Revenue Budget
<ul style="list-style-type: none"> Internal Audit Reviews: Direct Payments 	To commence August 2009	Alec Graham	SW Revenue Budget
<ul style="list-style-type: none"> Internal Audit Reviews: JLES 	September 2009	Alec Graham	SW Revenue Budget
We will implement the SWIA self-assessment model as part of the implementation of the Council's PSIF Quality framework	March 2010	SuzanneThomson	SW Revenue Budget
Review of Day Care provision for older people provided by Falkirk Council and external providers	March 2010	Susan Nixon	CC Revenue Budget
Review day service provision for older people with a learning disability with particular regard to those with dementia	March 2010	Carole Jones	CC Revenue Budget
Further develop our approach to employee and trade union communication and consultation	Quarterly	Dir of SW/ Service Based Forum	SW Revenue Budget
Work to reduce absence within our Service	Ongoing	CCSM	SW Revenue Budget
Continue to implement the Council's training and development policy and aim to have 80% of employees with active TNAs.	December 2009	CCSM	SW Revenue Budget
Implement the roll out of new working patterns across the Care and Support at Home service	March 2010	Liz McGhee	SW Revenue Budget
Work with housing colleagues to complete a Housing Need and Demand Assessment	March 2010	Marion Reddie/ S Loudon	To be identified
Contribute to the Council's approach to efficient government and ensure our savings targets are identified and thereafter met	Quarterly	Marion Reddie/CCFG	SW Revenue Budget
Review the outputs of the diagnostic pathway project to assess where the service can make efficiencies	December 2009	Dir of SW/ Marion Reddie	SW Revenue Budget
Review how we commission services from external providers and ensure appropriate procurement strategies are in place	December 2009	Des McCart	SW Revenue Budget
Implement the commissioning priorities for community care services identified in the Commissioning Strategy	Ongoing	All CCSM	SW Revenue Budget
Extend the current pilot on the Central Purchasing Card to all relevant service units to Older Peoples Cares Homes	October 2009	SuzanneThomson	SW Revenue Budget

Actions	Timescale	Lead Officer	Resources
Develop a clear monitoring and performance system for the SWIS and case recording systems	Quarterly monitoring	Paul Donnelly/ P Morgan-Klein	Within existing resources
Review the current use of Trojan Abacus as a budget monitoring system prior to implementing in Care and Support at Home services	March 2010	Liz McGhee/ Anne McLachlan	SW Revenue Budget
Review the Central Matching Team pilot and agree proposals for the adoption and roll-out	March 2010	Marion Reddie	To be identified
Implement the Risk Management strategy and action plans for Community Care Services	Ongoing	CCSM	SW Revenue Budget
Repeat awareness training for all our staff to ensure we increase the uptake of Direct Payments	Repeat events in 2009	Alec Graham	CC Revenue Budget
Continue to maximise uptake of welfare benefits for citizens	Monthly audit	Alec Graham	CC Revenue Budget
Ensure that induction packs for staff are relevant and appropriate	On line packs by August 2009	Pam Gillespie	SW Revenue Budget
Develop a framework to ensure high quality support and supervision arrangements are in place for all our staff	December 2009	Marion Reddie	SW Revenue Budget
Ensure the implementation across the Service of APDS/EDR (equivalent for SW Services)	December 2009	Pam Gillespie/ CCSM	SW Training Budget
Review the internal organisation of the Community Advice services	March 2010	Alec Graham	SW Training Budget
Participate in developments to jointly commission services for people with substance use problems through the Forth Valley Substance Action Team	December 2009	Paul Donnelly	SW Revenue Budget
Work with NHS Forth Valley on the development of local community hospitals and other primary care provisions	Quarterly meetings until 2012	Marion Reddie	CC Revenue Budget
Review the current balance of care with reference to responding to demographic changes	March 2010	Marion Reddie	CC Revenue Budget
Continue to maintain delayed discharge target	Ongoing	Susan Nixon	CC Revenue Budget
Ensure consistent application of criteria for service provision across the teams	January 2010	Paul Donnelly	Within existing resources
Develop jointly with NHS Forth Valley a Health Promotion Strategy for people with a learning disability who attend day services	July 2010	Carole Jones	Within existing resources
Update the Forth Valley and local ASP guidelines	July 2009	Marion Reddie	ASP funding from Sc. Govt.
Deliver appropriate Level 1/2/3 ASP training to all staff in social services sector and partner agencies across Forth Valley area	June 2010	Pam Gillespie	ASP funding from Sc. Govt.
Develop an effective monitoring system for Adult Support and Protection work	September 2009	Paul Donnelly/ Carole Jones	ASP funding from Sc. Govt.
Deliver further training to our staff (Level 2) on dealing with violence and aggression to staff	From Oct 2009	Pam Gillespie	SW Training Budget
Deliver accredited restraint procedures on Managing Behaviour training to residential and day care staff	Continues during 2009	Pam Gillespie	SW Training Budget
Complete fire risk assessments in all Falkirk Council Care Homes and implement identified actions	December 2009	Susan Nixon	CC Revenue Budget
Ensure robust emergency planning arrangements are in place with specific reference to flu pandemic planning	Ongoing	Marion Reddie	CC Revenue Budget
Ensure our services are accessible to our service users and citizens appropriately	Annual Audit	CCSM	SW Revenue Budget
Work with NHS Forth Valley, Clackmannanshire and Stirling Councils to agree a SW referral process for the new acute hospital	December 2009	Paul Donnelly	SW Revenue Budget

Actions	Timescale	Lead Officer	Resources
Complete equality impact assessments	As required	CCSM	SW Revenue Budget
Review the Falkirk Carers Strategy in line with forthcoming national guidance	September 2009	Suzanne Thomson	CC Revenue Budget
Review our services for older people and people with dementia (once the NHS Forth Valley Review of inpatient facilities and the Falkirk Council Best Value Review of SW Expenditure are completed)	December 2009	Susan Nixon	CC Revenue Budget
Implement Single Shared Assessment for access to day services for adults with a learning disability	December 2009	Carole Jones	CC Revenue Budget
Review options for short breaks for adults with a learning disability	February 2010	Carole Jones	CC Revenue Budget
Contribute to the development of a strategy for young people and their families affected by Autism through the Children's Commission	December 2009	H of CF/CJ	C&F Revenue Budget
Develop a process to improve arrangements for young people with a disability in transition between child and adult services	Sept 2009	H of CF/CJ	C&F Revenue Budget
Develop a central Resource Centre for children and adults who have complex needs and a learning disability	March 2010	Marion Reddie/ Carole Jones	CC Rev. & Capital Budget NHS contribution
Ensure our service contributes to the Council's recycling targets	Review annually	CCSM	SW Revenue Budget