

Community Care Services Management Plan

2011 - 2012

social work...putting people first



Community Care Services Management Plan 2011 – 2012

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, 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
Vacant	Service Manager – Community Care
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 504048 or email suzanne.thomson@falkirk.gov.uk

Marion E. Reddie

Head of Service - Community Care

Social Work Service objective: We will work with service users and carers to develop services that as far as possible meet their unique circumstances			
Actions	Timescale	Lead Officer	Resources
Continue to monitor the timescales and nature of complaints we receive through the corporate complaints procedure	Monthly	M Reddie Head of Service	SW Revenue Budget
Develop service area Action Plans to engage service users in developing services	December 2011	All CC Service Manager's	SW Revenue Budget
Review the current operational arrangements within the Sensory Centre for the delivery of Social Work services, in partnership with Stirling Council	December 2011	S Thomson Service Manager	SW Revenue Budget
Develop a Carers Strategy 2012 – 15 with local authority based implementation plans, staff awareness training and a carer training programme through the Carers Centre.	March 2012	S Thomson Service Manager	SW Revenue Budget
Develop systematic approach to recording service user outcomes.	March 2012	M Reddie Head of Service	SW Revenue Budget
Work with housing colleagues to complete a Housing Need and Demand Assessment that will inform the development of the Local Housing Strategy, including community care housing needs	March 2012	M Reddie Head of Service	To be identified

Social Work Service objective: We will review the way all our services are delivered to ensure quality and value for money and that we are focused on meeting the needs of our customers			
Actions	Timescale	Lead Officer	Resources
Monitor the Falkirk Council Charging Policy	6 Monthly	M Reddie Head of Service	SW Revenue Budget
Monitor Falkirk Council eligibility criteria for adult social care services in line with national requirements and ensure consistent application in teams.	6 Monthly	M Reddie Head of Service	CC Revenue Budget
Implement Falkirk Council eligibility criteria and ensure consistent application of criteria for service provision across the teams	Ongoing	M Reddie Head of Service	SW Revenue Budget
Monitor the national and Falkirk Council Eligibility criteria for Adult Social Care services and ensure consistent application in teams.	6 monthly	M Reddie Head of Service	CC Revenue Budget
Implement Internal Audit action plans relevant to Community Care services:			
<ul style="list-style-type: none"> ▪ Social Work Budgetary and Financial Control 	As agreed audit timescales	M Reddie Head of Service	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Review of the External Funding Unit and FPP 	As agreed audit timescales	D McCart Service Manager	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Joint Loan Equipment Service 	September 2011	S Thomson Service Manager	SW Revenue Budget
<ul style="list-style-type: none"> ▪ Internal Audit Reviews: Direct Payments 	TBC	D McCart Service Manager	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 		G Paterson Service Manager	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. ▪ 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 annually or more frequently if required. ▪ Falkirk social work services should develop a strategic approach to the development of advocacy services and should ensure that services work together effectively. 	October 2011 (for pilot intake)	M Reddie Head of Service	SW Revenue Budget
	March 2012	CCSM/ Team Managers	SW Revenue Budget
	December 2011	S Thomson Service Manager	SW Revenue Budget
We will complete a PSIF self evaluation of:-			
<ul style="list-style-type: none"> ▪ Protecting Adults at Risk of Harm in partnership with Education, Corporate and Neighbourhood and Community Services 	March 2012	M Reddie Head of Service	SW Revenue Budget
Implement the PSIF Care and Support at Home Improvement Plan	March 2012	L McGhee/ S Thomson Service Manager	SW Revenue Budget
Review Day Care provision for older people provided by Falkirk Council and external providers and develop proposals	July 2012	S Nixon Service Manager	CC Revenue Budget
Review day service provision for older people with a learning disability with particular regard to those with dementia	TBC	C Jones Service Manager	CC Revenue Budget
Work with partners to implement the Strategic Review of Community Equipment Services Improvement Plan	March 2012	S Thomson Service Manager	SW Revenue Budget
Ensure the Council's customer service standards continue to be implemented across the service	Quarterly reports to BVAF	All CC Service Manager's	SW Revenue Budget
Review ongoing funding arrangements for the delivery of telecare services in the context of the Change Fund and Reshaping Care Policy Objectives.	March 2012	G Paterson Service Manager	SW Revenue Budget

Social Work Service objective: We will promote the Council as an employer of choice to existing and prospective employee			
Actions	Timescale	Lead Officer	Resources
Work towards achieving the corporate absence target of 4% within our service	Monthly	All CC Service Manager's	SW Revenue Budget
Continue to implement the Council's training and development policy and aim to have 80% of employees with active EDR and TNAs.	Annually	All CC Service Manager's	SW Revenue Budget
Implement the roll out of new working patterns across the Care and Support at Home service	March 2012	L McGhee Service Manager	SW Revenue Budget

Social Work Service objective: We will look to modernise the way we deliver our services to ensure we are as efficient and effective as we can be			
Actions	Timescale	Lead Officer	Resources
Contribute to the Council's approach to efficient government and ensure our savings targets are identified and thereafter met	Quarterly	M Reddie Head of Service	SW Revenue Budget
We will consolidate our information systems relating to charging	March 2012	M King/ P Morgan-Klein Service Manager	SW Revenue budget
Complete a mini-tender exercise to extend the Care at Home Framework Agreement	June 2011	D McCart Service Manager	SW Revenue Budget
Work with partners to jointly commission services for adults with a learning disability and complex needs.	March 2012	G Paterson Service Manager	SW Revenue Budget
Monitor compliance with case recording systems, including self-	Quarterly	P Donnelly/	Within existing

evaluation by teams and the Standards/Audit Group		P Morgan-Klein Service Manager	resources
Agree proposals for the adoption and roll-out of the Central Matching Team for Community Care teams	March 2012	M Reddie Head of Service	To be identified
Monitor the Risk Management strategy and action plans for Community Care Services	Annually	All CC Service Manager's	SW Revenue Budget
Develop our IT systems (incl. SWIS) to ensure they are: Fit for purpose; support service delivery and performance management and meet Internal Audit Review management actions.	6 monthly	SWIS Board	SW Revenue Budget

Social Work Service objective: The wealth and prosperity of our area will increase			
Actions	Timescale	Lead Officer	Resources
Repeat awareness training for all our staff to ensure we increase the uptake of self directed support	March 2012	D McCart Service Manager	CC Revenue Budget
Continue to maximise uptake of welfare benefits for citizens	6 Monthly audit	C Jones Service Manager	CC Revenue Budget

Social Work Service objective: Our workforce will be highly skilled			
Actions	Timescale	Lead Officer	Resources
Develop a framework to ensure high quality support and supervision arrangements are in place for all our staff	July 2011	E Kennedy/ S Thomson Service Manager	SW Revenue Budget
Ensure that induction packs for staff are relevant and appropriate	On line packs by December 2011	P Gillespie Service Manager	SW Revenue Budget
Ensure the implementation across the service of APDS/EDR (equivalent for SW Services)	Review 6 monthly	All Managers and WFDM	SW Training Budget

Social Work Service objective: Our citizens will be supported to make positive health choices and lifestyles in order that they can live longer			
Actions	Timescale	Lead Officer	Resources
Work with partners to implement the Equally Well In Falkirk: A Framework for Improving Health and Reducing Health Inequalities 2011-2015	March 2014	All CC Service Manager's	SW Revenue Budget

Social Work Service objective: People with have equitable access to local health support and care			
Actions	Timescale	Lead Officer	Resources
Work with NHS Forth Valley on the development of local community hospitals and other primary care provisions	Quarterly meetings until 2012	M Reddie Head of Service	CC Revenue Budget
Review the current balance of care with reference to responding to demographic changes	December 2011	M Reddie Head of Service	CC Revenue Budget
Work to achieve the delayed discharge target	Monthly	S Nixon Service Manager	CC Revenue Budget

Social Work Service objective: Our citizens and communities will be encouraged to take responsibility for their own health and well being			
Actions	Timescale	Lead Officer	Resources
Work with partners to implement the Falkirk Change Plan for older people and the following works streams: <ul style="list-style-type: none"> ▪ Reablement in a care home setting ▪ Reablement at home 	June 2011	Marion Reddie/ CCSM	Change Fund
	March 2012	S Nixon	Change Fund
	March 2012	L McGhee	Change Fund

<ul style="list-style-type: none"> ▪ Carer support ▪ Telehealth care ▪ Modernising technology – real-time monitoring system within Care at home services 	March 2012	S Thomson	Change Fund
	March 2012	L McGhee	Change Fund
	March 2012	L McGhee	Change Fund

Social Work Service objective: Our citizens will be protected			
Actions	Timescale	Lead Officer	Resources
Develop a series of Adult Protection screens on the SWIS IT system for operational use and to monitor Adult Protection work.	November 2011	P Donnelly/ P Morgan-Klein Service Manager	ASP funding from Sc. Govt.
Deliver further Level ½/3 Adult Protection training to all appropriate staff in Falkirk Council, social services sector and partner agencies across Forth Valley area.	Further roll-out during 2011-12	P Gillespie Service Manager	ASP funding from Sc. Govt.
Ensure Premise Management plans are in place including the completion of fire risk assessments and implement identified actions	Annually	All CC Service Manager's	CC Revenue Budget
Ensure robust Business Continuity Plans, including winter emergency plans, are in place across all service areas	Annually	All CC Service Manager's	CC Revenue Budget
Implement the SCSWIS action plans for those regulated services	As agreed in CC action plans	All CC Service Manager's	CC Revenue Budget

Social Work Service objective: Our citizens continue to access the critical services that meet their needs			
Actions	Timescale	Lead Officer	Resources
Complete equality impact assessments	As required	All CC Service Manager's	SW Revenue Budget
Implement Single Shared Assessment for access to day services for adults with a learning disability	March 2012	G Paterson Service Manager	CC Revenue Budget
Develop with partners an extended locally based short break service for adults with a learning disability	March 2012	C Jones Service Manager	CC Revenue Budget
Continue to review our buildings and make sure these are being used effectively to meet service user and employees needs, considering future viability and maintenance	Annual	SMT	SW Capital Budget

Social Work Service objective: Vulnerable Children will be protected			
Actions	Timescale	Lead Officer	Resources
Develop a protocol to improve arrangements for young people with a disability in transition between child and adult services	January 2012	L Taylor/ V Thomson Service Manager	SW Revenue Budget

Social Work Service objective: We will be greener			
Actions	Timescale	Lead Officer	Resources
Ensure our service contributes to the Council's recycling targets	Review annually	All CC Service Manager's	SW Revenue Budget