

BEST VALUE REVIEW ACTION PLAN
Social Work Services for Older People

No	Action	Process	Lead Officer	Timescale *	Reporting
1.	<p><u>Consultation</u> General consultation period with a range of stakeholders including Elected Members, CMT, departmental DMT, service users, carers, care providers.</p> <p>Specific consultation on individual developments or service changes, with a range of stakeholders for those specific services, including users, carers and providers.</p>	<p>Consultation events and presentations</p> <p>Consultation events, focus groups</p>	<p>Head of Service Community Care</p> <p>Head of Service Community Care</p>	<p>Completed</p> <p>Ongoing as developments occur</p>	<p>Progress Report No.1</p> <p>Social Work and Health Committee</p>
2.	<p><u>Commissioning Strategy</u> Draft a commissioning strategy designed to realise the vision for support services for older people as detailed in the Best Value Review of Older Peoples Services.</p>	<p>Draft report using best practice in the field and Report to Committee</p>	<p>Section Head Quality Assurance</p>	<p>February 2009</p>	<p>Social Work and Health Committee</p>
3.	<p><u>Developing Capacity Planning Tools for Needs and Resources</u></p>				
3(a)	<p>Complete the Whole System Use Information Project and identify what works in services to support people.</p>	<p>Complete review</p>	<p>Joint Finance Officer</p>	<p>Completed</p>	<p>Head of Service</p>

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3(b)	Complete the work of the Balance of Care Group to define the required configuration and proposed balance of social care and community health services to support people.	Complete Review	Joint finance Officer	January 2009	Head of Service
3(c)	Evaluate the recently improved UDSET tool, in consultation with the Joint Improvement Team, for use in outcomes measurement for services.	Benchmark consultation with service users	Joint Finance Officer	Short term	Head of Service
3(d)	Evaluate the three approaches shown above and complete Capacity Plan using the conclusions reached in the Whole System Use Information Project, the Capacity Planning and Balance of Care Groups and the UDSET tool.	Complete evaluation and report to Committee	Head of Service Community Care	April 2009	Social Work and Health Improvement Committee
4.	<u>Extra Care/Very Sheltered Housing</u> Establish Investment Plans for the conversion of sheltered housing accommodation to extra care housing and for development of extra care housing. Use any existing developments as template	Draft plan and report to Committee	Section Head Home Care	1 development completed, 2 further developments under consideration . Report March 2009	Social Work and Health Improvement Committee
	Action	Process	Lead Officer		

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5.	<u>Home Care</u> Conclude benchmarking and review of home care services to inform the financial framework, workforce strategy and capacity plan for older people's services	Run Benchmarking/ Competitiveness review and report to Committee	Head of Assessment and Community Support	Medium Term	Social Work and Health Improvement Committee
6.	Review partnership arrangements with home care and housing support providers	Review existing arrangements and review options – report to Committee	Head of Assessment and Community Support/Section Head Quality Assurance	Medium Term	Social Work and Health Improvement Committee
7.	Plan and implement intensive support home care project as alternative to care home services	Draft plan and report to Committee	Head of Assessment and Community Support	Plan – Medium Term Implement – Long-Term	Social Work and Health Improvement Committee
8.	Set targets and establish management arrangements to promote take-up of intensive support services at home	Part of plan at Item 7	Head of Assessment and Community Support	Medium Term	Social Work and Health Improvement Committee
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9.	<u>Carers</u> Review Carers' Strategy and define investment plan for carers support services	Review Strategy and produce costed options and report to Committee	Head of Service Community Care/General Manager, Learning Disabilities	March 2009	Social Work and Health Improvement Committee
10.	<u>Care Homes</u> Plan decommissioning strategy phases and implement the first phase of Council care home re-provisioning	Produce template, thereafter implement as decisions are made	Head of Service Community Care	Template – Feb 2009 Implement – Medium to Long-Term	Social Work and Health Improvement Committee
11.	Develop care home services as specialist services for people with very high dependency needs and mental health problems, particularly severe dementia, and to offer rehabilitation and enablement, and respite services	Review options for development of home care services alongside extra care housing – report to Committee	Head of Assessment and Community Support	Medium to Long-Term	Social Work and Health Improvement Committee
12.	<u>Day Care</u> Examine value for money aspects of Day Care facilities for Older People	Run Benchmarking exercise for Older People's Day Care services	Head of Service Community Care	Medium Term	Social Work and Health Improvement Committee
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13.	<u>Partnerships</u>	Via Monitoring,	Section Head	Ongoing	

	Engage with potential Care Home developers to ensure any new provision meets Care Commission standards now and in the future. This to include capital funding requirements and pressures	Standards and Quality Assurance interface	Quality Assurance		
14.	Engage with the NHS regarding the re-provisioning of certain NHS continuing care places in rehabilitation and enablement services, and to community health and social care services providing intensive support to people in their own homes and extra care housing	Discuss potential for re-provisioning of continuing care beds and potential for reinvestment in community services and rehabilitation and enabling services	Head of Service Community Care	Ongoing	Social Work and Health Improvement Committee

*** Definitions -**

Short Term
Medium Term
Long Term

1-4 months
5-9 months
9 months +