

ASCH & PP Peer Challenge Action Plan – July 2013

Integrated Commissioning for Older People			
Areas for consideration	Activities	Lead/Resources	Review date
Develop greater alignment with health services to achieve whole system change and improve outcomes for service users	Bid with health partners across Nottinghamshire (south/mid-Notts/Bassetlaw) to become 'integration pioneer'	Corporate Director/Chief Operating Officer, Newark and Sherwood CCG/ Chief Operating Officer, Nottingham West CCG/ Director of Transformation, Mansfield & Ashfield CCG and Newark & Sherwood CCG	September 2013
	Service Director input as members of CCG (Clinical Commissioning Group) boards	Senior Leadership Team	Ongoing
Increase the pace and scale of change in this area without further proliferation of pilots	Accelerate the current project initiatives under the 'Living at Home' programme	Service Director - Personal Care and Support Older People/ Programme Manager - Living at Home Programme	October 2013
	Greater alignment of reablement service with NHS including building based intermediate care and non building based services	Service Director, Promoting Independence and Public Protection/ Project Manager- Health and Social Care Integration South CCGs/ Group Manager, Reablement	Dec 2013
	Frail Elderly workstream in south Nottinghamshire	Group Manager - Older Adults - Community Care	Dec 2013

	Mid-Nottinghamshire Transformation project	Project Manager- Health and Social Care Integration South CCGs/Group Manager, Older Adults, Community Care	Dec 2013
	Integration of health and social care project	Project Manager- Health and Social Care Integration South CCGs	Feb 2014
Integrated commissioning at a strategic level needs to be mirrored at the individual level.	Review of oversight and provision of social care and continuing health care	Commissioning Manager (Older Adults), Joint Commissioning	Dec 2013
	Ensure that the approach to the roll out of Personal Health Budgets is aligned with social care Personal Budgets to ensure they offer choice to patients and improve outcomes for reduced relapse rates, recovery rates, avoiding acute NHS stays and demand for residential care.	Health and Wellbeing Strategy - Consultant in Public Health/ Group Manager, Customer Access – Social Care	Jan 2015

Clearer understanding of commissioning for personalisation in next stage of development	Establish regular Direct Payments (DP) reports to inform strategic commissioning, comparator costs of care and support services.	Group Manager, Joint Commissioning/ Group Manager, Customer Access – Social Care	Dec 2013
	Market development to identify and address market issues that may drive up DP costs e.g. lack of service availability in an area	Group Manager, Joint Commissioning/ Market Development and Care Standards Manager	Nov 2013
	Share relevant DP information with providers as part of developing local markets to inform their business planning e.g. through Market Position Statement	Group Manager, Joint Commissioning/ Market Development and Care Standards Manager	Nov 2013
	Include outcomes focused approach to Home Based Care as part of re-tender	Group Manager, Joint Commissioning /Think Local Act Personal Team (TLAP)	Oct 2013
	Embedding micro- provider work as part of mainstream market development, working with Economic Development on legacy plan	Group Manager, Joint Commissioning/ Market Development and Care Standards Manager/ Micro Provider Co-ordinator	Dec 2013
	Ensuring an outcomes focused	Group Manager, Joint Commissioning	Dec 2013

	<p>approach to the tender for Direct Payments Support Services (DPSS)</p> <p>Work with Public Health, CCGs, District Councils and Health on a joint Prevention and Early Intervention Strategy</p> <p>Work with District Councils and Health to further develop strategies for ensuring the future housing supply meets needs of ageing population (as well as people with mental ill-health, physical, sensory and learning disabilities)</p>	<p>Service Director Joint Commissioning, Quality and Business Change/ Group Manager, Joint Commissioning / Programme Manager - Supporting People</p> <p>Integrated Commissioning Group Chairs/ Group Manager, Joint Commissioning</p>	<p>Mar 2014</p> <p>Ongoing</p>
Safeguarding			
Areas for consideration	Actions	Lead/Resources	Review date
Ensure actions undertaken since safeguarding peer challenge are fully embedded at an operational level	<p>Review the completed actions within the action plan and support further work with staff where required.</p> <p>Review work to develop use of consistent language by staff</p>	Service Director Joint Commissioning, Quality and Business Change/ Group Manager, Safeguarding Adults	Sept 2013
Consistent use of Framework for	Review how staff and	Group Manager Safeguarding Adults	Oct 2013

recording safeguarding activity	<p>managers are using Framework in line with procedures, especially:</p> <ul style="list-style-type: none"> • capturing outcomes • consistency in use of lessons learned field <p>Review of all safeguarding processes and procedures</p>	/Nottinghamshire Safeguarding Adults Board (NSAB)/ Framework Team	Jan 2014
Accelerate delivery of the reviewed multi-agency policy and procedures	Identify resources required to deliver this piece of work and review the timetable	Service Director Joint Commissioning, Quality and Business Change/ Group Manager Safeguarding Adults	July 2013
Better engagement from partner agencies in safeguarding investigations	NSAB to consider how it might support communication and engagement across the partnership, targeted at frontline staff	NSAB/ Independent Chair of the Safeguarding Board	Oct 2013
Improve communication with staff regarding safeguarding issues and the profile of NSAB	Develop understanding of the role of NSAB across all operational staff through internal communications (Team Talk/Frontline/intranet)	NSAB	Nov 2013
	<p>Review communications to ensure staff:</p> <ul style="list-style-type: none"> • understand how MASH works • are aware of the link 	Group Manager Safeguarding Adults /MASH Project Manager	Aug 2013

	<p>between MASH and the Market Development Team to capture care home quality issues</p> <p>Identify opportunities for dialogue between senior managers and frontline staff on safeguarding issues, eg. feedback on lessons learned.</p>	Group Manager Safeguarding Adults	Ongoing
Personalisation			
Areas for consideration	Actions	Lead/Resources	Review date
Greater emphasis on more creative and innovative approaches to self-directed support	Progress development of 'empower and enable' support planning model alongside ULO (User Led Organisation) and other partners.	Think Local, Act Personal Team (TLAP) with Joint Commissioning Person Centred Planning leads	Nov 2013
	Continue to develop the personalisation of social care in line with the future model of adult social care	Service Director, Promoting Independence and Public Protection	Ongoing
	Develop strategy to increase the Personal Assistant (PA) market as part of Direct Payments Support Services (DPSS) tender and role	Commissioning Manager (Younger Adults)/ TLAP team	Dec 2013

	Implementation of Choose My Support	Group Manager, Joint Commissioning / Commissioning Manager (Older People) / Commissioning Officer, Choose My Support	Sept 13
	Develop 'Making it Real' workstream	TLAP Team	Ongoing
Consider personalisation processes and procedures to achieve better outcomes and reduce costs	Review of support planning and brokerage and testing of a partnership approach	Service Director, Promoting Independence and Public Protection /TLAP	October 2013
	Support staff to embed an outcome based approach to support planning	Service Director, Promoting Independence and Public Protection /TLAP	Dec 2013
	Review customer journey ensuring proportionality of assessments/support plans and efficient commissioning/set up of both managed budgets and direct payments	Service Director, Promoting Independence and Public Protection /TLAP	October 2013
Clear approach to assessing impact of personalisation for service users	Pilot of Direct Payments in care homes to establish whether using a DP in this setting increases choice and control	Service Director, Personal Care and Support, Older Adults/TLAP team	Pilot runs until March 2015
	Joint project with the Alzheimer's Society to address barriers to increasing personalisation for people with	Service Director, Promoting Independence and Public Protection /TLAP team	Project runs until July 2014

	<p>dementia and their carers</p> <p>Regular reporting around the number of outcomes achieved at review</p> <p>Report on how people are spending their DPs to inform commissioning</p> <p>Consider further use of POET (Personalisation Outcome Evaluation Tool) to evaluate success of Personal Budgets</p>	<p>Service Director, Promoting Independence and Public Protection/ TLAP/Performance Improvement Team</p> <p>Group Manager, Joint Commissioning /TLAP</p> <p>Service Director, Promoting Independence and Public Protection/ TLAP/Performance Improvement Team</p>	<p>Quarterly reports- review in Sept 2013</p> <p>Changes to Framework in Aug 2013- reports available thereafter</p> <p>Dec 2013</p>
Clarification of future funding and offer to service users in light of budget reductions	<p>Establish regular management reports on Personal Budgets/Direct Payments</p> <p>Review the Resource Allocation System (RAS)</p>	<p>Service Director, Promoting Independence and Public Protection /TLAP/ Performance Improvement Team</p> <p>Service Director, Promoting Independence and Public Protection /TLAP/ Performance Improvement Team /Finance</p>	<p>Monthly reports- continuous review</p> <p>Work starts June 2013- review complete by October 2013</p>

	Approval of Use of Resources policy	Policy Committee	September 2013
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