# Integrated Commissioning For Older People

| Peer Challenge Action Description and Review Date | Update | STATUS (RAG) |
|---|---|---|
| ICOP.01A Bid with health partners across Nottinghamshire (south/mid-Notts/Bassetlaw) to become 'integration pioneer' **September 2013** | Nottinghamshire's Integration pilot proposal received positive feedback but not selected. | R |
| ICOP.01B Service Director input as members of CCG (Clinical Commissioning Group) boards **Ongoing** | Service Directors continue to attend Clinical Commissioning Group Boards. Also a budget  New departmental structure aligns more closely with Health. | A |
| ICOP.02A  Accelerate the current project initiatives under the 'Living at Home' programme  **October 2013** | Delivery of Extra Care strategy progressing on 4 schemes across the county (Eastwood, Retford, Mansfield and Gedling). Work ongoing on benefits realisation. Locality workshops continuing. Workshops with the 7 district and borough councils to scope a joiont housing strategy. | A |
| ICOP.02B  Greater alignment of reablement service with NHS including building based intermediate care and non building based services **December 2013** | Work ongoing with Clinical Commissioning Groups to establish joint plans for integration/alignment of Reablement and Intermediate Care Services | A |
| ICOP.02C  Frail Elderly workstream in south Nottinghamshire **December 2013** | Comprehensive Geriatric Assessment (CGA) trials currently underway within Nottingham University Hospitals NHS Trust and within the adult social care team in Broxtowe. | A |
| ICOP.O2D  Mid-Nottinghamshire Transformation project **December 2013** | Poised to go live In Ashfield and Mansfield with 5 integrated health and Social Care Teams using the Prism model. | A |
| ICOP.02E  Integration of health and social care project **February 2014** | Work ongoing on an information project to create a more robust information system that all agencies can 'trust. Includes work with a new team at QMC called the Care Coordination Team( CCT). New multidisciplinary and multi agency CCT proposed. | A |
| ICOP.03A 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. **January 2015** | Negotiations with Bassetlaw Clinical Commissioning Group for both fully and part health funded DPs to be processed via Council's finance teams.  The other 5 county CCGs are being supported in a regional model through GEM CSU (Greater East Midlands Commissioning Support Unit).  Risk that a regional approach may be at expense of local integration – issue escalated to Senior Leadershiip Team. | A |
| ICOP.04A Establish regular Direct Payments (DP) reports to inform strategic commissioning, comparator costs of care and support services. **December 2013** | Affected by delay in Resource Allocation System (RAS) work | R |
| ICOP.04B Market development to identify and address market issues that may drive up DP (Direct payment) costs  e.g. lack of service availability in an area.  **November 2013** | Work to identify and address issues that may drive up DP costs e.g. lack of capacity in an area are being addressed within the current tender for home based services, tender for Care Support and Enablement (CSE) services and work on day services. | A |
| ICOP.04C Share relevant DP information with providers as part of developing local markets to inform their business planning e.g. through Market Position Statement November 2013 | Market position statement launched in 2012.  Updates are required for March following Council budget setting.  SWIPE project has not been able to provide DP data.  Work now being progressed in PIT and when available will  be used to inform review of RAS, DP strategies and up-date MPS. | A |
| ICOP.04D Include outcomes focused approach to Home Based Care as part of re-tender October 2013 | Completed. Tender underway with contracts to be awarded end of March 2014. Work will then take place with new providers to deliver and improve the outcomes focused approach. | G |
| ICOP.04E Embedding micro- provider work as part of mainstream market development, working with Economic Development on legacy plan December 2013 | Micro provider legacy plan in place for March 2014.  Handover taking place to officers in Strategic Commissioning Team.  Discussions started with Economic Development which also encompass strategy to increase Pas. | G |
| ICOP.04F Ensuring an outcomes focused approach to the tender for Direct Payments Support Services (DPSS) December 2013 | New model promoting self management of  Direct Payments Support Services (DPSS) approved by Committee Oct 2013.  Agreed at Committee on 3 March 2014 to bring the service in-house. | R |
| ICOP.04G Work with Public Health, CCGs, District Councils and Health on a joint Prevention and Early Intervention Strategy. **March 2014** | Initial sessions progressed.  Now taking stock of savings proposals.  Working through Health and Wellbeing Board structures to take forward in March 2014 following budget setting | A |
| ICOP.04H 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) **Ongoing** | Initial workshops held and action plan being agreed. | A |

**Status - <u>Please Note</u>**

R  **Red - serious delays/not completed**

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G  **Green - completed /going well**

## Safeguarding

| Peer Challenge Action Description and Review Date | Update | STATUS (RAG) |
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| S.01A Review the completed actions within the action plan and support further work with staff where required. **September 2013** | Peer Review action plan has been reviewed | G |
| S.01B Review work to develop use of consistent language by staff. **September 2013** | Waiting Feedback (by 14/02/14 for February Performance Board) | A |
| S.02A Review how staff and managers are using Framework in line with procedures, especially: capturing outcomes consistency in use of lessons learned field. **October 2013** | NCC currently participating in a national pilot which commenced Sept 13 on 'making safeguarding personal' which is specifically looking at capturing outcomes as defined by service users. Results due to be reported to the Project Board in Jan 2014. | A |
| S.02B Review of all safeguarding processes and procedures. **January 2014** | 4 Workshops held with ASCH staff around safeguarding processes/clarifying roles and responsibilities. Procedural guidance for raising a concern and referring was reviewed and published October 2013.Currently carrying out a 'lean plus' review of safeguarding assessment process to be completed March 2014. | G |
| S.03A Identify resources required to deliver this piece of work and review the timetable. **July 2013** | Multi agency safeguarding adults procedure and guidance for raising a concern and referring went live October 20 13. Publicised extensively with wide circulation. Multi agency training has been reviewed to reflect the new procedure and guidance. | G |
| S.04A NSAB to consider how it might support communication and engagement across the partnership, targeted at frontline staff. **October 2013** | Revised multi agency quality assurance process being developed through the Notts Safeguarding Adults Board (NSAB) Quality Assurance Group. This will enable the Board to understand more fully which partners are not engaged in safeguarding investigations | A |
| S.05A Develop understanding of the role of the Notts Safeguarding Adults Board (NSAB) across all operational staff through internal communications (Team Talk/Frontline/intranet). **November 2013** | Annual Report published / Newsletters Partnership event / Reconstructed Governance group with operational group managers leading specific work streams supported by operational staff. | G |
| S.05B Review communications to ensure staff: 1 understand how Multi Agency Safeguarding Hub (MASH) works 2 are aware of the link between MASH and the Market Development Team to capture care home quality issues. **August 2013** | Lean review of safeguarding involves review of Multi Agency Safeguarding Hub (MASH) processes / Series of 'MASH' communications which are agency specific being developed / The Operational Group Manager for MASH has held a series of feedback and lessons learnt sessions with staff / MASH data being incorporated into work to develop a risk register for care homes. | G |
| S.05C Identify opportunities for dialogue between senior managers and frontline staff on safeguarding issues, eg. feedback on lessons learned. **Ongoing** | SLT carried out roadshows to feedback learning from Peer challenge / SLT carried out a series of roadshows re 'new ways of working' / SLT attended safeguarding summit re younger adults / Safeguarding governance structure revised to facilitate improved 2 way flow of information. | G |

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## Personalisation

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| P.01A Progress development of 'empower and enable' support planning model alongside ULO (User Led Organisation) and other partners. **November 2013** | No feedback | A |
| P.01B Continue to develop the personalisation of social care in line with the future model of adult social care. **Ongoing** | No feedback | A |
| P.01C Develop strategy to increase the Personal Assistant (PA) market as part of Direct Payments Support Services (DPSS) tender and role. **December 2013** | No feedback | A |
| P.01D Implementation of Choose My Support. **September 2013** | Choose My Support launched with 159 providers and associated services registered. Information, Advice and Advocacy Strategy 2014 – 16 revised in light of Care Bill and agreed at Senior Leadership Team in Feb 2014. Task and finish group to be established to specify future needs and options for one web based information and directory. | G |
| P.01E Develop 'Making it Real' workstream. **Ongoing** | Work will be picked up in April by Commissioning Manager (Older Adults). | R |
| P.02A Review of support planning and brokerage and testing of a partnership approach. **October 2013** | New partnership approach being developed with our home based services providers to enable them to ensure that service users are at the centre of their support planning. | A |
| P.02B Support staff to embed an outcome based approach to support planning. **December 2013** | Outcome based support planning was introduced in October 2010. April 2014, our assessment and support planning forms will change to facilitate the involvement of Providers in outcome based support planning. | A |
| P.02C Review customer journey ensuring proportionality of assessments/support plans and efficient commissioning/set up of both managed budgets and direct payments. **October 2013** | Assessment forms and work flow are being reviewed as part of a Lean+ programme. They will be shorter and divided up into core and specialist questionnaires to increase the ability to asssess proportionately. | A |
| P.03A Pilot of Direct Payments in care homes to establish whether using a Direct Payment in this setting increases choice and control. **Pilot runs until March 2015** | Pilot progressing well and DOH funding secured for 2014/15 to deliver the objectives of the Departmetn of Health (DOH) Direct Payment in residential Care Trailblazer project. Key milestones met. | G |
| P.03B Joint project with the Alzheimer's Society to address barriers to increasing personalisation for people with dementia and their carers. **Project runs until July 2014** | Currently both good practice and areas for improvement. Some good practice around the use of direct payments to provide support to service users with dementia. Work is being undertaken to improve the communication of the potential benefits of Direct payments to theseservice users. Also work on the exchange of information between NCC and specialist dementia services. | A |
| P.03AC Regular reporting around the number of outcomes achieved at review. **Quarterly reports-review in Sept 2013** | Regular reporting on the achievement of outcomes has not been possible in the last 12 months. Reports are still not available from Framework source data. Intention is to pursue this and re-instate to inform progress. | R |
| P.03D Report on how people are spending their DPs to inform commissioning. **Changes to Framework in Aug 2013-reports available thereafter** | Affected by delay in Resource Allocation System (RAS) work | R |
| P.03E Consider further use of POET (Personalisation Outcome Evaluation Tool) to evaluate success of Personal Budgets. **December 2013** | Considering use of POET tool in conjunction with Alzheimeers Society project - restricted to a cohort of people with dementia. To undertake survey exercise using AS volunteers to provide peer support. | A |
| P.04A Establish regular management reports on Personal Budgets/Direct Payments. **Monthly reports-continuous review** | Affected by delay in Resource Allocation System (RAS) work | R |
| P.04B Review the Resource Allocation System (RAS). **Work starts June 2013-review complete by October 2013** | Affected by delay in Resource Allocation System (RAS) work | R |
| P.04C Approval of Use of Resources policy. **September 2013** | Public consultation Oct 13 - Jan 14. Feedback is being analysed. New model to be submitted to full Council for approval in April 2014. Training and implementation programme for staff to be developed. | A |

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