

**BRENT OLDER PEOPLE'S SERVICES INSPECTION
OVERARCHING ACTION PLAN**

CRITERIA 1 - Person Centred Care					
	Area for Development	Outcome	How/ Action	When Timescale	Who/ Lead
1	Complete implementation of the Single Assessment Process (SAP) urgently, incorporating the lessons learned so far.	Single Assessment Process fully operational	Appoint a dedicated SAP Project Manager to speed up the implementation process	Jan 06	LIT
2	Ensure all discharge planning processes are operating effectively and without delay.	Effective and timely discharge planning processes put in place and meeting required quality standards	Implement the approach proposed by the NW London SHA Initiative, for Improving Hospital Efficiency and Effectiveness – Reducing Average Length of Stay	Sept 05	All partners
3	Ensure all staff in health, council and independent sector organisations are aware of policies and procedures relating to the protection of vulnerable adults and are fully confident in implementing them.	All Staff in partner agencies are aware of and employ policies and procedures relating to the protection of vulnerable adults	Health agencies to have lead within organisations to take action forward, monitor progress and provide training. Adult Coordinator post to be re-advertised.	April 06	All partners
CRITERIA 2 - Vision					
	Area for Development	Outcome	How/ Action	When/ Timescale	Who/ Lead
4	Ensure older people are effectively involved in strategic development and commissioning.	Older people are engaged in strategic development and commissioning.	Identify a variety of methods to ensure older people are involved in strategic development and commissioning processes. Implement Brent Better Government for Older People	May 06	L.A -Consultation Unit Trusts - PALs

5	Engage all stakeholders, including the London Ambulance Service, NHS Direct, Voluntary Organisations and Private Sector providers, as active partners in strategic developments.	Partner agencies are engaged fully and participate in strategic developments.	Engage non-represented stakeholder to ensure their involvement in key strategic development processes Each agency clarifies relationship with forums/agencies Review the Health and Social Care Partnership arrangements	June 05	LIT JC Mgr
6	Ensure all strategies have effective implementation plans with measurable outputs and outcomes, and that progress is jointly monitored.	All strategies have effective implementation plans with measurable outputs, outcomes and progress is jointly monitored.	Agree across agencies clear methodology for strategy development and monitoring	Oct 05	LIT JC Mgr
	Area for Development	Outcome	How/ Action	When/ Timescale	Who/ Lead
7	Develop systems to evaluate the effectiveness of new initiatives in improving outcomes for older people and carers.	Systems in place to evaluate the effectiveness of new initiatives and how they improve outcomes for older people and carers.	Jointly develop 'flag up' systems with in-built tools to measure the effectiveness and outcomes Develop local PIs Monitoring Report to LIT on a biannual basis	Jan 06	LIT
8	Agree a Mental Health Strategy for Older People which identifies the current and future needs of older people and their carers, builds on what is working well and provides a strategic framework for the continuing development of services.	Mental Health Strategy for Older People in place which sets a clear framework for developing the service.	Strategy finalised and integrates needs analysis, projections and good practice	March 06	CNWL LA PCT JCM LIT
9	Develop and implement an effective action plan for the Mental Health Strategy for older people, which addresses all current and projected funding and resources issues.	Mental Health Strategy has an action plan, addresses resource implications which are monitored and fully implemented.	Agree action plan which addresses funding and resource issues. Put into place monitoring arrangements for plan	March 2006	All partners

CRITERIA 3 - Commissioning					
	Area for Development	Outcome	How/ Action	When/ Timescale	Who/ Lead
10	Seek opportunities to jointly commission services, for example advocacy and information, translation and interpreting	Consider and agree Joint commissioning of services relating to advocacy, information, translation and interpreting enhanced	Identify services that could be potentially jointly commissioned and funded (Advocacy service), building on good practice, map existing services and build service agreements.	April 06	All Partners
11	Monitor the take up of services by black and minority ethnic communities to ensure services are accessible and resources are equitably distributed.	Services by Black and Minority Ethnic groups are equitably distributed and fully supported to enable take up and accessibility.	Ensure that take up of health services is systematically monitored, data analysed and used to monitor services.	Dec 05	All Partners
12	Develop and implement joint business plans and a joint system of performance management	Joint Business plans and systems of performance management in place	Align business planning cycles, jointly develop implement plans and performance management systems	Oct 06	Health & Social Care Partnership Board
13	Ensure commissioning arrangements secure the development of integrated mental health services for older people.	Commissioning arrangement achieve integrated mental health services for Older People.	Evaluate integration models. Agree preferred model for future integration, linking this to the mental health strategy development.	July 06	CNWL, PCT, SS

CRITERIA 4 – Range of services					
	Area for Development	Outcome	How/ Action	When/ Timescale	Who/ Lead
14	Consider commissioning opportunities to empower older people and further support their independence.	Commissioning empowers older people and supports their independence	The older people's strategy action plan to be implemented. Link to Action on 4 above	Jan 05	LIT JC Mgr
15	Develop services in partnership with all stakeholders to enable people over 50 to maintain a full and active lifestyle and promote their independence.	Services which support over 50s to maintain a full and active lifestyle and promote their independence developed jointly with partners	Explore, develop and implement with stakeholders services that promote active lifestyle and independence Social Care Scrutiny Panel to Review sports and leisure provision for Older People Brent Better Government for Older People to incorporate this.	Dec 05	All Partners

16	Complete the establishment of a specialist multidisciplinary and multi-agency falls service as soon as possible.	Specialist multidisciplinary and multi-agency falls service functioning effectively.	Falls co-ordinator in post to develop and implement service	Oct 06	LIT Falls co-ordinator
17	Ensure the model of inpatient stroke service planned for Brent Emergency Care and Diagnostic Centre delivers services that mirror that of a stroke unit.	Fully functional Brent Emergency Care and Diagnostic Centre in place delivering an inpatient stroke service.	Agree and implement a model that meets the service specification of a stroke unit Stroke coordinator has been appointed to take this further.	April 06	BeCAD steering group Stoke Co-ordinator
18	Address the difficulties experienced by staff at Central Middlesex Hospital in gaining a timely psychogeriatric consultation for their patients	Staff at Central Middlesex Hospital achieve a timely psychogeriatric consultation for patients	Finalise development of new liaison service.	Jan 06	CNWL/NWHT

CRITERIA 5 - Capacity

	Area for Development	Outcome	How/ Action	When/ Timescale	Who/ Lead
19	Continue work to identify the model for the planned integration of services for older people and the steps to achieve this aim.	The model for the Planned integration of service approaches for older people identified and clear steps to achieve this aim set out, in a phased manner	Agree the model for planned integration and the steps to achieving this. Establish Adults Integration Board. Agree Model	April 2006	Adult Integration Board
20	Monitor the move of Social Services staff to the Willesden Hospital site to evaluate the benefits of further integration	Move of SS Staff to Willesden Hospital monitored, evaluated and informs further integration	Ensure Social Services and Hospital Staff are fully briefed of joint working arrangements	Ongoing	Willesden Hospital & Social Services