BRENT OLDER PEOPLE'S SERVICES INSPECTION
SOCIAL SERVICES ACTION PLAN

	Area for Development	Outcome	How/Action	When/ Timescale	Who/ Lead
1	**Review the range of performance information produced for the performance board and other meetings of senior managers and councillors**	Performance information produced for relevant boards, senior managers and councillors reviewed and improved	- Performance framework in place - Link service data to performance framework - Ensure performance information is prepared for relevant boards - Establish timetable for collation, analysis and reporting of performance data to relevant boards	Sept 05	MB/JM
2	**Ensure systems are in place to monitor the quality of home care, together with other commissioned and directly provided services**	Home care, commissioned and directly provided services monitored and quality assured.	- Review permanent quality monitoring team/forum with all stakeholders represented. - Revise system to monitor and quality assure services in partnership with stakeholders - Confirm quality assurance framework with providers/partners - Providers inform performance framework - Agree inspection/ quality regime - Continue local assessment/ evaluation of services	Dec 05	JS/RH
3	**Ensure the improvement in waiting times for the provision of adaptations and equipment is sustainable**	Improvements in waiting times for the provision of adaptations and equipment sustained.	- Review process for provision of adaptations and equipment - Set/Improve targets for waiting times - Collate and analyse data to improve waiting times for the provision of adaptations and equipment - Waiting times performance closely monitored by senior management boards -	Dec 05	LM/RC

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4	**Consider commissioning independent surveys of user satisfaction**	Surveys of user satisfaction commissioned and undertaken by an external agency.	- User and Carer Involvement Strategy finalised. - Identify mechanism for survey of user satisfaction - Establish generic processes for surveying user satisfaction on a regular basis -	Sept 06	MB/RH/ JS
5	**Improve the involvement of older people, carers and care providers in assessment and care management processes.**	Older People, carers and care providers' involvement in assessment and care management processes improved.	- Review procedure for involving older people, carers and care providers in assessment and care management processes - Enhance the process of involvement of older people, carers and care providers in assessment and care management processes -	Dec 05	RH
6	**Undertake detailed monitoring of waiting times and case transfers across the older people's services**	Detailed monitoring of waiting times and case transfers across older people's services accomplished.	- Analysis of waiting times and case transfers across OP services to inform improvements - Review referral and transfer processes/ procedures - Establish a working group with partner agencies to review waiting times - Fully implement the Intermediate Care Strategy	Nov 05	RH
7	**Address the backlog of care management reviews and ensure systems are in place to manage reviews in future.**	Care management reviews up-to-date and systems to manage future reviews in place.	- Review capacity of OP Care Management review team - Establish system for managing care management reviews - Increase the monitoring of care management reviews to address backlog - Set targets to redress the backlog of care management reviews	Sept 05	RH

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8	**Ensure there is good practitioner involvement in planning the introduction of new assessment and care planning formats.**	Practitioners fully involved in planning the introduction of new assessment and care planning formats.	- Fully implement the SAP - Management ownership of SAP - Establish processes and procedures for involving practitioners in planning the introduction of new assessment and care planning formats - Monitor and report on the involvement of practitioners to appropriate management forums	Sept 05	RH
9	**Establish a system of case file audit to provide management information on the quality of services.**	System in place that ensure case file audit informs quality of service and is made available to management.	- Agree system of case file auditing - Ensure policy/procedure/process for case file auditing is in place - Management information collated to inform case file audit management - Ensure compliance with relevant legislature. - Review role of staff to carry out quality assurance of files - Establish case file audit panels	Sept 05	RH
10	**Ensure the method of determining eligibility is in line with FACS guidance**	Eligibility is determined in line with FACS guidance.	- FACS guidance fully implemented. - Ensure partnership approach to assessments including users and carers involvement - Enable a co-ordinated and integrated assessment across agencies - Multi-agency training on eligibility and fair access to care -	Dec 05	RH/CS

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11	**Consider delegating authority to approve some aspects of care management expenditure.**	Approval of aspects of care management expenditure is entrusted to others.	- Review present arrangement for managing expenditure - Consider delegating aspects of care management expenditure to Care Managers/across service areas - Establish framework for recording care management expenditure - Monitor and report on efficiency of costing to relevant management meetings	Oct 05	CS/RH/ GF/PG
12	**Review the role and capacity of staff involved in improving data quality.**	The role and capacity of staff involved in improving data quality reviewed and enhanced.	- Agree the roles/ responsibility of staff in service areas/ teams to collate and report performance information - Establish structure for reporting performance information to various management boards - The collation, analysis & reporting of performance data pulled together to ensure data quality assurance.	Sept 05	MB
13	**Review the skills mix in care management teams.**	Skill mix of care management teams reviewed	- Skill mix in care management teams reviewed. - Workforce development strategy established - Training agreed/approved to empower staff - Annual appraisals undertaken to inform staff development - Ensure appointments complement skills mix in care management teams. - Monitor and report on skills mix within care management teams. - Ensure that this links into the integration approach/model to be adopted.	Dec 05	AD/RH/ MB Quality & Support