

**Response to recent Annual Performance Assessment of Adult Social Care 08/09 by the Care Quality Commission  
Action Plan 2009/2010**

<b>Recommendation</b>	<b>Intended action</b>	<b>Owner</b>	<b>Home</b>	<b>Start date</b>	<b>End date</b>
The council needs to continue to ensure that sufficient and effective intermediate care services are available in the community	1. Maximise partnership working between health and social care to improve intermediate care services. 2. Review in-house domiciliary care to maximise their capacity to support intermediate care. 3. Joint commissioning of independent sector Domiciliary Care with the PCT	Julia Penfound	CIP Programme - CIP 3 Helping People to live independently	Commenced	Ongoing
		Debbie Butcher		Commenced	March 2010
		Debbie Butcher		Commenced	Feb 2010
People who abuse drugs and alcohol should be able to access and stay in treatment.	1. Work with DAAT to ensure sufficient treatment capacity within the City with improved outcomes. 2. Through the Alcohol Alliance work with partners to develop an Alcohol Strategy for the City	Craig McArdle	DAAT Treatment Plan	Commenced	April 2010
				Commenced	March 2010
Commissioners to develop more community based support for people with mental health needs service	1; Joint Commissioning plan with the PCT developed which reflects New Horizons and Transforming Community Services 2; New lifestyles service to be commissioned to modernise Day provision 3; Invest in Community Based Services through Small Grants Process	Craig McArdle	CIP Programme - CIP 3 Helping People to live independently	Commenced Jan 2010 April 2010	April 2010 March 2010 June 2010

It is important that the council is able to offer a wide enough range of Telecare and Telehealth equipment in order to meet more complex needs.	1. Telecare equipment to be offered as a Personal budget to encourage takeup 2. Telecare Group to be formed to pilot and evaluate new items of equipment 3. Additional funding allocated to pilot new Telecare products	Anna Coles	CIP Programme - CIP 3 Helping People to live independently	Commenced Commenced Commenced	Ongoing Dec 2010 Completed
The council needs to continue to improve waiting times for major adaptations	1. Additional ASC budget identified to support the major adaptations programme  2. Ensuring that people have the right equipment to support them to live independently	Julia Penfound  Anna Coles	CIP Programme - CIP 3 Helping People to live independently		Completed but subject to further review Ongoing
The council needs to continue to develop more services to meet the needs of people with autism and challenging behaviour	1. Following the publication of the national Autism Strategy a local response to be developed 2. Develop housing strategy for adults with Learning Disability including autism and challenging behaviour.	Pam Marsden  Debbie Butcher	CIP Programme - CIP 3 Helping People to live independently	Commenced Commenced	April 2010 Sept 2010

<p>The Council needs to continue to ensure that people have opportunities to take a real part in monitoring service delivery. Feedback on people's experiences of assessment and review should be further developed</p>	<ol style="list-style-type: none"> <li>1. Community Equipment Service Users Group to be established</li> <li>2. Equipment Users Survey to be undertaken</li> <li>3. Quality Checkers service to be commissioned in Learning Disability</li> <li>4. Adult Social Care Service User Satisfaction Survey to be undertaken</li> <li>5. Appreciative Inquiry process underway to determine service user engagement to support transformation.</li> </ol>	<p>Anna Coles</p> <p>Julia Penfound</p> <p>Debbie Butcher</p> <p>Julia Penfound</p> <p>Kate Jones</p>	<p>CIP Programme - CIP 2 Informing and Involving residents</p>	<p>Commenced 2.Feb 2010</p> <p>3. April 2010</p> <p>4. Feb 2010</p> <p>5. Commenced</p>	<p>Ongoing May 2010</p> <p>Ongoing April 2010</p> <p>March 2010</p>
<p>The council needs to ensure that the programme for rolling out personal budgets is achieved to meet national milestones</p> <p>Systems around personal budgets will require a review to ensure people are adequately protected</p>	<ol style="list-style-type: none"> <li>1. Continue to roll out Personal Budgets for existing service users</li> <li>2. Training programme underway to ensure staff are confident around Support Planning</li> <li>3. Panel to be set up to support staff with determining and managing risk</li> </ol>	<p>Pam Marsden</p>	<p>CIP Programme - CIP 3 Helping People to live independently</p>	<p>Commenced</p> <p>Commenced</p> <p>Commenced</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

The good improvement in advocacy services in Plymouth needs to continue and be further developed.	1; New advocacy services to be commissioned (older carers advocacy) 2; Advocacy Awareness Training to be rolled out to statutory and non statutory staff 3: Work with providers to achieve Quality Mark and advocacy qualification	Craig McArdle	CIP Programme - CIP 3 Helping People to live independently	Commenced Commenced Commenced	Jan 2010 Ongoing Dec 2010
Work with diverse groups to ensure services are appropriate should be a continuing priority.	1; Work with Plymouth LINK to focus activity on these communities 2; Improve communication and services to the Deaf Community 3; All Our Futures Implementation Groups to be established	Craig McArdle	CIP Programme - CIP 1 Improving Customer Service	Jan 2010 Commenced Commenced	Dec 2010 Ongoing Ongoing
Work to ensure people who use services are able to access paid employment should continue and be further developed	1. Appointment of project worker for Learning Disability services 2; Development of Multi agency Mental Health Employment Sub Group	Paul Francombe Craig McArdle	CIP Programme - CIP 3 Helping People to live independently	Jan 2010 Commenced	Ongoing Ongoing
Further extend the range and flexibility of support for carers to enable them to remain in work	1; Enabling Carers to work to be promoted through events and greater use of Carers Emergency Service 2; Flexible assessment times to be offered to carers to enable them to gain access to support services 3.Partnership working with Job Centre Plus Carers Support manager commenced.- funding in place	Gary Walbridge Debbie Butcher	CIP Programme - CIP 3 Helping People to live independently	Commenced Commenced Commenced	Ongoing Ongoing Ongoing