

Best Value Review Monitoring Sheet

Care Management

Reported to the Executive on 30.07.02

	What action is required	Target date for completion	Responsible officer	Comments / Progress (revised target date if required)	Relationship to Current Plans (Direct Link)
1	Implement uniform standards of recording and decision making in relation to assessment, care plans and other interventions	March '03	VT	Being undertaken through virtual teams regarding with care/swift/caldicott action plans. Adult Services – Business Processes are being developed that encompass Recording with Care recommendations. Team Action Plans highlight areas where more work needs to be done in order to ensure consistency in recording. Case files are subject to regular audit	Ongoing (Older People) A new action plan, linked to the scorecard, will respond to SSI inspection findings. The service is now using the CAT2a single assessment tool. CAT2a is a DoH accredited assessment tool and is widely used across London. CAT2a has been incorporated within Swift and will also be used on handheld computers. (Children's service) case files checked during safeguarding Children audit and found to be good

2	Ensure the implementation of SAP for older people and link this with standards of recording for care management within the directorate	2005	CM	<p>The SAP is in progress. There is a separate action plan for this with Alan Ayris</p> <p>The hospital discharge BV review predates the introduction of SAP, but SAP (and team integration) will improve the timeliness and quality of assessments. For example, the service is now working on S2 discharge notices as contact assessments</p>	<p>Ongoing</p> <p>(Older People) A new action plan, linked to the scorecard, responds to SSI inspection findings and is now available OPS: we have introduced contact and overview assessments and are continuing work with partner agencies to roll out single assessment.</p>
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3	Implement quality assurance systems	March '03	VT Service Managers	<p>Heads of Service DW, EC, RT</p> <p>1st Feb start of file audit process (launch 16/1/04)</p> <p>Adult Services – The business process work will improve the standard and consistency of recording. Case file Audits will provide regular quality checks</p>	<p>Achieved</p> <p>Children's services carrying out QA on case files</p> <p>Adults</p> <p>Quality checks of files, Mike Fox carrying out a 2 day audit of this SSI Inspection of OP Services notes need for stronger framework – to be included in action plan.</p> <p>OPS: we are producing care management guidance and a Quality Assurance framework. Business process work is improving use of Swift and a mandatory additional training programme has been produced (to be implemented following recent appointment of OPS dedicated training officer).</p>
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4	Invest in training & staff development in relation to recording in order to meet standards set out in "Recording with Care"	'03/04	Tim McCarthy	<p>Policy completed.</p> <p>Training sessions have been delivered in 2003.</p> <p>Further "Recording with Care" Workshops to be included in the annual training programme 2004/5</p>	<p>OPS: although all teams have been briefed we will ensure that RWC training is part of the annual OPS training programme. RWC will also be tackled within the QA framework for OPS.</p> <p>Achieved</p> <p>Training Session being delivered to all staff around recording with care. Training timetable in evidence file. Further training and monitoring processes will be required in OP Services.</p>
5	Ensure that the implementation of the replacement of the case management information system is consistent with recording standards and that training supports this	March '03`	Swift project board	Swift implementation plan in progress	<p>Achieved</p> <p>Swift was live in June</p>

6	Institute a full training programme for Care Managers to achieve the balance between cost, quality & effectiveness in care packages	'03/04 Ongoing programme	Tim McCarthy Senior Managers	Plans to include this training in our 2004/5 annual training programme & will also be included in the Single Assessment Training Programme 2004 Head of Finance comments that "WE ARE STILL OVERSPENT ON C.PACKAGES , BUT SWIFT MAY HELP ETC – WOULD SAY AWARENESS IS GETTING BETTER BUT NOT SURE ITS IDENTIFIABLE PRECISELY TO THIS ACTION"(050104)	OPS: to be covered with OPS annual training programme. Ongoing Training programme set up and completed, copy of this is in file PWC costing & commissioning review being carried out also links to this action
7	Increase the workforce in children & families in order to enable new referrals are allocated and that reviews are completed on time and that statutory visiting frequencies are met	Staff in post by Jan 03	David Ward		Ongoing Substantial additional investment of approximately £400 (full year), in additional posts and increased salaries for all children and families Social Workers has lead to significant reduction in vacancies and use of agency staff.
8	Produce a 5 year Human Resource Development Plan which addresses recruitment and retention, training & development, career development and terms & conditions	Plan & targets to be agreed by March 03 Report to Executive by Oct 03	Elaine Fernside	Currently being addressed re: learning disability	Ongoing HR policy is complete but work continues on the 5 year HR strategy LDP is also in file, this sets out staffing issues within the NHS

9	Review locations and facilities to balance public access against service efficiency, safe practice and the opportunity to collaborate with partner agencies	March 03	Heads of service and AB	Currently under review jointly with PCT (older people)	<p>OPS: continuing discussion within Council (Customer First) and with NHS to achieve integrated community service model and support easy access to information, advice and services. The re-investment in borough of St Georges Hospital beds and change in use of Barking Hospital together with LIFT programme are key considerations.</p> <p>Ongoing</p> <p>This is covered in the LIFT document and the fit for purpose review (1st tranche)</p> <p>Also covered in Customer first BV Review</p> <p>Changes will also take place within the ICS unit and there is now a health shop at the PCT</p>
10	Consider implication of other BV action plans such as initial contact service, children's and families duty and assessment service and integrate with recommendations of the customer first BV review	December 02	DMT	To ensure that BV Care Management is taken into account in integrated services & new access points	<p>OPS: Person centred services are a central principle for facility locations, new assessment processes, and the integration of access points and teams.</p> <p>Ongoing</p> <p>This action is linked to the review of accommodation</p>