

## Independence, Well-being and Choice Service Inspection (January 2009 – April 2009)

### **ACTION PLAN FOR IMPROVEMENT**

#### **Outcome Theme: Safeguarding Adults**

1. Develop and implement a comprehensive system of performance management and quality assurance, so that the council can be fully assured that people in vulnerable situations are effectively safeguarded.
2. Develop and implement a preventative strategy for safeguarding that is aligned to other preventative work including community safety.
3. Ensure that the planned implementation of the protocol for risk assessment improves the profile, recording and management of risk for people in vulnerable situations.
4. Ensure that it is fully discharging its responsibilities in regards to securing appropriate strategic and operational police contribution to adult safeguarding to improve people's safety.

#### **Outcome Theme: Personalised Services**

5. Ensure the needs of older people with mental health problems and their carers are fully met.
6. Develop and implement a joint strategic plan for the future delivery of intermediate care and continue to reduce the number of delayed transfers of care whilst improving the experience of hospital discharge for older people.
7. Ensure that assessments, care planning and reviews are consistently holistic, person centred and promote improved outcomes for people who use services.
8. Ensure advocacy support is widely promoted to enable older people to contribute to decision making and achieve their desired outcomes.
9. Ensure that the review of the carers' strategy is progressed to deliver improved support and outcomes for carers.
10. Develop a strategic framework for the future development of direct payments, aligned to the progress of individual budgets, to ensure that greater choice and control is offered to older people.

#### **Outcome Theme: Leadership and Commissioning**

11. Ensure that there is a framework in place that identifies joint strategic priorities and commissioning intentions for older people, that is underpinned by detailed implementation plans which are appropriately resourced, monitored and reported on.
12. Ensure that the information about the use of direct payments, signposting activities in the ICT and telecare are used to inform commissioning intentions and help to develop an even better understanding of local need.
13. Work with partners to develop a joint workforce plan to ensure that the workforce is able to deliver current and future priorities.
14. Develop a tailored performance management and quality assurance reporting mechanism that supports more effective challenge from elected members.
15. Ensure that work is progressed to improve data quality and governance arrangements.

### Outcome Theme: Safeguarding Adults

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)	Focus *
1	Council & partners	<b>Develop and implement a comprehensive system of performance management and quality assurance, so that the council can be fully assured that people in vulnerable situations are effectively safeguarded.</b>	1.1	Deploy a Quality Assurance Framework which includes a Safeguarding component with SMART objectives, identifying outcome measures.	July 2009 (framework in place by July 2009; utilisation of the framework will be ongoing)	<p>In progress. Some areas of the framework are already in place, as below:</p> <p>New QA system in Home Care now securely embedded including direct observations and telephone checks - operational since September 2008. New system for audit of client financial transactions in place since February 2009 in Home Care.</p> <p>Safeguarding performance to be scrutinized at monthly performance call over meetings from July 2009. New performance indicators which measure the quality of safeguarding practices to be introduced from September 2009.</p> <p>Case file audit tool has been revised and enhanced and is used in supervisions. The tool is now used more effectively and efficiently creating improved quality assurance.</p> <p>A Dignity Framework, which will help ensure high standards of dignity are maintained for all services users, is being implemented across provider and assessment services.</p>	Head of Systems Development and Performance	QA P
			1.2	Recruit an independent chair	Sept 2009	The vacancy is ready to be advertised and the position of independent chair will	Assistant Director,	S

	Lead	CQC Recommendations	Action	Target date	Progress	Responsible Officer(s)	Focus *
			for the Safeguarding Adults Board.		be recruited to within target date.	Adult Services	
			1.3 Implement SOVA workflow on Framework i.	March 2009	SOVA workflow achieved at the beginning of March 2009. The new workflow lends itself to the production of more accessible performance management information about safeguarding. A review of the SOVA workflow will be carried out in October 2009.	Head of Systems Development & Performance	QA
			1.4 Develop a specialist Safeguarding Team of up to nine FTE to undertake all Safeguarding work across client groups.	Sept 2009	Draft job descriptions and structure chart completed. Staff should be in post by August and the enhanced team to be fully operational by the end of September 2009. Roles and responsibilities within the new service will be subject to the formal job evaluation process. Roles and responsibilities will inform this process and will be formalised by mid August 2009. The safeguarding team will sit alongside the Mental Capacity Act and Deprivation of Liberty Service, under the umbrella of an Adult Protection Service.	Service Manager Mental Health and Safeguarding / Mental Health Project Officer	P
2	Council & partners	<b>Develop and implement a preventative strategy for safeguarding that is aligned to other preventative work including</b>	2.1 Develop and implement safeguarding preventative strategy	July 2009	The objective of the preventative strategy will be to develop a range of preventative activities that reduce the incidence of harm, abuse and/or exploitation. It will be multi-agency and involve service users and families/carers.	Safeguarding Adults Manager / mental Health Project Manager / Head of Safeguarding	P

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)	Focus *
		community safety.				The prevention strategy is currently being drafted and will be ready for consultation by the end of July.	Service	
			2.2	Recruit carers to the Safeguarding Adults Board and sub-groups.	May 2009	Carers have been recruited to the Safeguarding Adults Board.  Two carers now attend the quality Research Governance Board to ensure the interests of social care service users are safeguarded within an ethics-based research framework.  A service user also attends the Safeguarding Adults Board.	Service Manager Mental Health and Safeguarding / Mental Health Project Manager	S
			2.3	Continue to work to raise the awareness and profile of safeguarding adults	Ongoing	The Mental Health Trust has appointed an Assistant Director for Safeguarding Adults. NHS Haringey has appointed a Lead Nurse for Safeguarding.  <i>4<sup>th</sup> World Elder Abuse Awareness Day:</i> In order to mark the event and raise the profile of Safeguarding Adults, a successful road show took place on 15 <sup>th</sup> June 2009 with three main stops across the Borough. Staff spoke with many people throughout the borough and over a thousand leaflets were distributed. Some members of the public, who would have otherwise been unaware of recourse, disclosed specific concerns to staff.	Service Manager Mental Health and Safeguarding / Mental Health Project Manager	P
			2.4	Develop the HSP 'Commitment to the Safeguarding of	July 2009	Complete	Assistant Director, Adult	S

	Lead	CQC Recommendations	Action	Target date	Progress	Responsible Officer(s)	Focus *
			Vulnerable Adults and Statement of Priorities for 2009 – 2010'			Services	
			2.5 Establish a Member Panel for Safeguarding	September 2009	This is being developed and will be subject to a further Cabinet report in September 2009.	Mental Health Project Manager	P QA
3	Council & partners	<b>Ensure that the planned implementation of the protocol for risk assessment improves the profile, recording and management of risk for people in vulnerable situations.</b>	3.1 Implement risk guidance and the new Vulnerable Adults Guidance.	June 2009	<p>Launch of Risk Guidance and Policy and the Vulnerable Adults Policy on 10<sup>th</sup> June for the whole of Adult Services. This was a key practice event.</p> <p>The launch event covered the following areas:</p> <ul style="list-style-type: none"> <li>• Risk Assessment Guidance and Vulnerable Adults Policy Launch;</li> <li>• Safeguarding Adults;</li> <li>• Personalisation; and</li> <li>• Deprivation of Liberty and the Mental Capacity Act.</li> </ul> <p>The event will be followed up by 'tailored' training courses. Seven training courses have been scheduled from July 2009 to June 2010.</p> <p>Risk Assessment embedded in overview assessment document on Framework-i workflow. Plans to review this and make risk assessment a discrete document on Framework-i. A small random sample of case files were tested to review usage of the matrix in the SOVA workflow. This review indicated that the matrix is being successfully used.</p>	Assistant Director, Adult Services	P T S QA

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	Lead	CQC Recommendations	Action	Target date	Progress	Responsible Officer(s)	Focus *
			3.2 Review the safeguarding training programme to ensure that it is fully rooted in practice and to review joint training arrangements with key partners.	June 2009	The review was completed in June 2009. Subsequent changes have been made to training, making it more practice based. The review has also been useful for moving forward with creating a training programme that is developed closely with our key partners in order to ensure that it produces effective outcomes for all parties.  In addition, the Safeguarding Adults eLearning toolkit is available to all Haringey Council staff and our partners, including independent sector organisations.	Safeguarding Adults Manager	T
			3.3 Carry out further Member training on Safeguarding Adults.	June 2009	Successful training sessions were completed in April 2009 and June 2009. Training sessions will be rolled out to other partners within the Well-being Partnership.	Service Manager Mental Health and Safeguarding	T
			3.4 Raise awareness of safeguarding within the Council	Ongoing	A number of briefings have taken place with teams from across the Council. Further briefings have been scheduled.	Safeguarding Adults Manager	P
			3.5 Strengthen case file audits	June 2009	Revised Case File Audit Process launched June 2009. SOVA case file audit exists in SOVA workflow.	Head of Systems Development & Performance	QA
			3.6 Launch and implement SOVA workflow.	March 2009	Achieved. Benefits to the new workflow: <ul style="list-style-type: none"> <li>Managers can monitor the workflow and complete case audits more easily;</li> <li>All data pertaining to the safeguarding of vulnerable adults is in 'one place';</li> </ul>	Head of Systems Development & Performance	<a href="#">* Focus key at end of doc</a>

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)	Focus *
						<ul style="list-style-type: none"> <li>Practitioners can navigate around the system more easily.</li> </ul> <p>The workflow will be reviewed in October 2009.</p>		
4	Council	<b>Ensure that it is fully discharging its responsibilities in regards to securing appropriate strategic and operational police contribution to adult safeguarding to improve people's safety.</b>	4.1	Recruit a senior manager from Community Safety and the Police to the Safeguarding Adults Board.	March 2009	Senior Manager has been appointed to represent the Community Safety unit and take forward any identified actions. Borough Commander attends the Safeguarding Adults Board.	Assistant Director, Adult Services	S
			4.2	Police to produce a safeguarding adults work plan.	Sept 2009	The police are working to complete a safeguarding adults work plan. The police have developed a database (CRIS) that will flag vulnerable adults and are looking at setting up a protection unit that will take the lead on safeguarding.	Detective Inspector (Safeguarding Lead)	S
			4.3	Safeguarding officer from the Council to meet safeguarding representative (Detective Inspector) from the police on a monthly basis.	Sept 2009	Achieved. Monthly meetings now take place. The objective of these meetings is to integrate safeguarding into the police work processes and to set up a specialist safeguarding team dealing with adult and child abuse.	Service Manager Mental Health and Safeguarding	S
			4.4	A Detective Inspector from the police to become safeguarding lead.	Sept 2009	Achieved. A safeguarding lead (Detective Inspector) is now in place within the Police. The Inspector will be the lead officer within the police for Haringey and will disseminate and cascade good practice across the	Service Manager Mental Health and Safeguarding / Detective	S

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## Appendix 2

	Lead	CQC Recommendations	Action	Target date	Progress	Responsible Officer(s)	Focus *
					partnership. They will also keep the partnership informed of key development pertaining to the police's evolving role in the area.	Inspector	

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### Outcome Theme: Personalised Services

	Lead	CQC Recommendations	Action	Target date	Progress	Responsible Officer(s)
5	Council & partners	<b>Ensure the needs of older people with mental health problems and their carers are fully met.</b>	5.1 Complete the work started in 2008/09 on Council joint partnership strategy and commissioning plan for Older People's Mental Health incorporating key outcomes of the National Dementia Strategy.  This will include: <ul style="list-style-type: none"> <li>• working age dementia</li> <li>• review the service model with BEHMH following 2008/09 Community Mental Health Team integration</li> <li>• expand on existing early intervention initiatives and mental health promotion.</li> </ul>	October 2009	<p>The Council is working with the Department of Health across the London region to complete a mapping exercise for integrated care pathways linked to the National Dementia Strategy.</p> <p>An increase of 30% in referrals from 2007/08 (471) to end of 2008/09 (626) indicates early intervention work and improved access to assessment for people with dementia at earlier stages in their illness, a key priority from the National Dementia Strategy.</p> <p>The Integrated Older Persons Community Mental Health Team has been in place since June 2008. The new policy will go-live in October 2009. Crisis management will be improved through the introduction of a duty system on 29 June 2009. Care pathways between community mental health teams and generic older persons care management teams, adult mental health community mental health teams and intermediate care teams to be reviewed and improved to ensure seamless service.</p>	Head of Commissioning

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)
						<p>A working group including statutory partners, Alzheimers Society and informal carers has been developing the service model. We have moved away from a day centre model towards a Resource Centre for Older People with mental health problems, and we will be shifting significant service provision into the Resource Centre. This will result in increased access for older people with mental health problems and their carers. The Resource Centre will offer: dementia care day opportunities centre; outpatients' services from BEHMHT, including occupational therapy, physiotherapy, consultant psychiatry, speech and language therapy and memory service; and for carers: Admiral Nursing and base for Alzheimers Society.</p> <p>The Joint commissioning Framework for dementia was published on 15 June 2009. Agreement is being sought with NHS Haringey commissioning and public health to complete the JSNA template.</p>	
			5.2	Open a new dementia day opportunity centre in partnership with	September 2009	Haynes Centre – Revenue stream of £300K in place. Building has been handed over. Transportation secured. Furniture and equipment	Service Manager, In-house Home Care, Supported Housing & Emergency Planning

	Lead	CQC Recommendations	Action	Target date	Progress	Responsible Officer(s)
			Lewis and Mary Haynes Trust, NHS Haringey and BEHMHT.		being ordered for delivery in July. Posts established and recruitment process initiated. Multi-agency group working on service philosophy and inter-agency links, including GP service on site. Current projected opening date is early September 09.	
			5.3 Complete work on end of life care and dementia through joint sponsorship with BEHMHT and NHS Haringey of a Marie Curie research project to review and map care pathways of people with dementia and end of life care. This will inform future care pathways and commissioning intentions.	September 2009	<p>Marie Curie research project in progress – linking in to The Grange carer group and manager.</p> <p>The project will identify major barriers for dementia patients and their carers in accessing good quality end of life care and suggest cost effective ways of enabling improvements based on review findings.</p>	Service Manager, In-house Home Care, Supported Housing & Emergency Planning
			5.4 Joint working on dementia care mapping with BEHMHT will continue in 2009/10.	Ongoing	25 people have been trained in dementia care mapping, a tool and process used to develop person centred practice. A joint action plan for dementia care mapping is underway and will include cross-service dementia mapping to improve the quality of care for people with dementia.	Service Manager, Residential and Nursing Care

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)
6	Council & partners	<b>Develop and implement a joint strategic plan for the future delivery of intermediate care and continue to reduce the number of delayed transfers of care whilst improving the experience of hospital discharge for older people.</b>	6.1	Joint Older People's Commissioning Plan being completed to incorporate intermediate care and actions to reduce delayed discharges. Whole Systems Capacity Planning Group was re- invigorated in January 2009.	September 2009	AD led Delayed Discharge Project, started June 2009. Weekly meeting to go through individual acute and non-acute delays and this has significantly improved performance and, for example, minimised errors caused by data capture inaccuracies.  Close working with NHS Haringey linked into PCT work with Clinicentre. NHS Haringey has commissioned this provider to provide additional intermediate care capacity. Provision of community based medical input to support admission avoidance and early discharge from hospital will work alongside the Council's Rapid Response Service. The Council is also working with NHS Haringey to implement neighbourhood care in Haringey and delayed discharges has been emphasised as a key area for integrated working.	Assistant Director, Adult Services/ Head of Commissioning
			6.2	Develop Neighbourhood Wellbeing Network Pilot	September 2009	The Council in Partnership with the NHS are participating in the DH Accelerated Development Programme – Supporting People to Shape Services. Local project to develop Neighbourhood Wellbeing Networks based around GP Collaboratives. The Project	Service Manager Younger & Older Adults and Occupational Therapy

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)
						<p>Implementation Group will be established in July 2009.</p> <p>The purpose of the project is to develop a network of stakeholders across a geographical area, initially based around the four General Practitioner Collaboratives in the borough. The network will operate to promote and deliver the Local Strategic Partnership Wellbeing Agenda and promote the Council's Transformation of Social/Health Care (Personal Budgets). The objective of the project will be to deliver tangible/practical improvements for residents to include improved case management of residents health and social care needs, occupational therapy assessments, income maximisation assessments, fuel poverty assessments for all persons over 75 years in the area.</p>	
7	Council	<b>Ensure that assessments, care planning and reviews are consistently holistic, person centred and promote improved outcomes for people who use</b>	7.1	Revise Care Plan Episode in Frameworki to ensure improved recording of outcome focused support planning.	July 2009	Specification for new episode produced, user acceptance testing scheduled for June 09. Launch of new episode July 09.	Head of Systems Development and Performance
			7.2	Improve management oversight of practise.	July 2009; ongoing	Revised case file audit in place to monitor quality of assessment, support planning and reviews. Audits uploaded to case file. Case	Service/team managers across Adults Services

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)
		services.				file supervision now has an auditable link to case file audit.	
8	Council	<b>Ensure advocacy support is widely promoted to enable older people to contribute to decision making and achieve their desired outcomes.</b>	8.1	Commissioning framework for advocacy will be completed by October 2009	October 2009	The Council has developed a draft framework for increasing the range of advocacy. Comprehensive review including gap analysis across client groups undertaken of current advocacy services funded through Council, NHS Haringey and other third parties May 09.	Head of Commissioning
			8.2	Development and Capacity Building post with the Citizens Advice Bureau	July 2009	<ul style="list-style-type: none"> <li>Meetings with preferred provider to scope work plan started May 2009 (ongoing).</li> <li>Job description, person specification and service specification will be finalised in early July 09.</li> <li>CAB (the provider) will be written to formally, and recruitment into the development worker post will start.</li> </ul>	Head of Commissioning
			8.3	Service specification developed for specialist advocacy services for Adult & Older People's Mental Health, Learning Disabilities and Safeguarding	May 2009	Achieved May 2009 (will be implemented through AD led meetings – see action 8.4 below).	Head of Commissioning
			8.4	AD led meetings (July 2009) with	Ongoing	The meetings have been set up to begin in July 2009.	Head of Commissioning

	Lead	CQC Recommendations	Action		Target date	Progress	Responsible Officer(s)
				current providers to review current and implement new service specifications where necessary			
9	Council	<b>Ensure that the review of the carers' strategy is progressed to deliver improved support and outcomes for carers.</b>	9.1	Carers' 5 year strategy (2009 – 2013)	June 2009	<p>Consultation period January to April 2009, including questionnaire to carers and Consultation Day March 2009.</p> <p>Carers strategy and Delivery Plan completed May 2009 (for Council Cabinet and NHS Haringey Trust Board June 2009)</p> <p>The strategy delivery plan has 27 initiatives based on four key outcomes that carers themselves identified through the consultation process. These are based on the National Carers Strategy (June 2008) outcomes, agreed through the Carers Partnership Board.</p> <p>Carers Partnership Board (quarterly) to monitor delivery of plan.</p>	Head of Commissioning
			9.2	Implement commissioning plan to support carer's strategy, including specific disinvestment and investment	October 2009	Commissioning plan drafted, to be finalised end of July 2009 following review of Area Based Grant. Results to be published at end June 2009.	Head of Commissioning

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
				proposals.			
			9.3	Ensure staff use services to meet the needs of BME communities in the most effective way.	March 2010	<p>Quarterly Information Workshops to be held with care management staff to raise the profile of BME services for carers (and users), to commence September 2009.</p> <p>Directories of services across client groups including carers, to be updated and published by March 2010. (Note: Information to carers is a workstream of Carers Partnership Board)</p> <p>Evaluation of referral information into voluntary sector commissioned services will be undertaken in September 2009 and March 2010 to ascertain impact of above.</p>	Head of Commissioning
10	Council	<b>Develop a strategic framework for the future development of direct payments, aligned to the progress of individual budgets, to ensure that greater choice and control is offered to older</b>	10.1	Commissioning framework developed and agreed, setting out principles for commissioning and market development for personalisation.	June 2009	<p>Framework agreed at Transforming Social Care Board May 2009.</p> <p>The framework principles include:</p> <ul style="list-style-type: none"> <li>• Placing people at the centre of commissioning.</li> <li>• Working with and developing the market to deliver personalised services, including market workforce analysis (using InLAWS framework).</li> <li>• To consider ways of contracting, acknowledging that this is likely to mean less block</li> </ul>	Service Manager Younger & Older Adults and Occupational Therapy/ Programme Co-ordinator Personalisation Agenda/ Head of Commissioning



	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
		people.				contracting for services.	
			10.2	Ongoing promotion of Direct payments/Individual Budgets through the Transforming Social Care Programme.	Ongoing	<p>Older People's Personalisation Pilot brought forward to commence June 2009.</p> <p>Promotion has revealed the need for training in outcome focused person centred care planning and direct payments for both the older peoples' care management and the community mental health service. Training is being commissioned during July for implementation during the autumn. See action 13.4 for further details.</p>	Service Manager Younger & Older Adults and Occupational Therapy/ Programme Co-ordinator Personalisation Agenda/ Head of Commissioning

### Outcome Theme: Leadership and Commissioning

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
11	Council	<b>Ensure that there is a framework in place that identifies joint strategic priorities and commissioning intentions for older people, that is underpinned by detailed implementation plans which are appropriately resourced, monitored and reported on.</b>	11.1	Develop commissioning framework, setting out principles for commissioning and market development for personalisation.	June 2009	Framework developed and agreed at TSCPB May 2009  The framework sets out key principles for commissioners around how we will commission services in the future. (See action 10.1 for further details).	Head of Commissioning
			11.2	Experience Still Counts – complete revised quality of life strategy and refreshed delivery plan	May 2009	Completed and agreed at Council Cabinet May 2009. The delivery plan sets out joint partnership priorities as identified by older people, and will be monitored through the Older People's Partnership Board.	Head of Commissioning
			11.3	Commissioning intentions (including investment and disinvestment proposals) linked to outcomes identified in Experience Still Counts	Commissioning Plan in place by end Sept 2009	Experience Still Counts has been ratified at Well-being Partnership Board in May 2009.  Joint Commissioning meetings planned with NHS Haringey June/July 2009 (first meeting 26 June 2009) to develop commissioning intentions around key priorities identified in Experience Still Counts.	Head of Commissioning
12	Council	<b>Ensure that the information about the use of</b>	12.1	Information about outcomes of direct payments and	June 2009 – Sept 2009	Several area plans reviewed.  Consultant support in place, models	Programme Co-ordinator Personalisation

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
		<b>direct payments, signposting activities in the ICT and telecare are used to inform commissioning intentions and help to develop an even better understanding of local need.</b>		<p>telecare will be utilised within the development of commissioning intentions through work being overseen by the TSCPb.</p> <p>A new approach to commissioning including a Market Development Plan was agreed by the TSCPb. This approach includes 'putting service users at the heart of commissioning'. This will require consulting service users and carers and including the outcomes of all recent local research with them. Undertake and complete 'visioning events' with service users and carers. This work will include information from outcomes of direct payments and telecare.</p>		and methodologies under consideration and working towards an options appraisal for consideration by the TSCPb in September 2009.	Agenda

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
13	Council	<b>Work with partners to develop a joint workforce plan to ensure that the workforce is able to deliver current and future priorities.</b>	13.1	Develop an integrated local workforce strategy.	April 2010 work to be partially completed.	Workforce development project group established, work programme set out and agreed. The purpose of the group is to: <ul style="list-style-type: none"> <li>Consider the workforce development needs required to transform Adult Social Care.</li> <li>Plan the change management/critical change requirements.</li> <li>Discuss and plan the required training needs for the programme.</li> <li>Plan the consultation/communication programme.</li> </ul>	Service Manager Younger & Older Adults and Occupational Therapy
			13.2	Commission additional training programmes that underpin the cultural shift required to deliver on the transformation agenda.	June 2009 – March 2010	PQ Accredited Personalisation Module developed by Middlesex University available for 09/10 intake. Training materials to be developed for non-social work staff to deliver personalisation agenda.	OD Consultant, Adult Social Care
			13.3	Raise awareness of personalisation and self directed support in older peoples and community mental health services.	June 2009	A work programme for the implementation of personalisation has been implemented. Personalisation briefings have been taking place across service user groups. Team briefings, team meetings and work plans will be dealt with in the context of the pilot projects being implemented in each service user group care	Programme Co-ordinator Personalisation Agenda/ Service/team managers across Adults Services

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
						management services which are taking place throughout 2009/10. Training dates have also been scheduled.	
			13.4	Develop and implement a short course in outcome based person centred care planning for older peoples and community mental health services.	November 2009	This course is currently being developed.	OD Consultant, Adult Social Care
			13.5	Clarify and agree tasks to be carried out at the following steps of the pathway (& the underpinning skill sets required): Self assessment and validation by risk assessment followed by support planning; integrated support navigation/brokerage/direct payments.	July 2009	<p>The new access and self-directed pathway will be signed off on 30 June 2009, to be implemented in the care management service for people with physical disabilities in July and tested in the pilot projects for the other services.</p> <p>The steps along the pathway will provide the information necessary to clarify which staff and how many are required to undertake the work at each step of the pathway. This information can be used by the workforce development group to plan changes and training.</p> <p>The new pathway will be used to inform the development of a new care management IT system.</p>	Programme Manager Personalisation Agenda
			13.6	The new single	October 2009	As part of the development of the	Programme Manager

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
				point of access team (Integrated Access Team) will provide advice and information to all people contacting or making referrals to the team including information about services for older people.		team an updated adult social care website will be available to those wishing to gain information on line about services. Hard copy leaflets will be available to be sent out by the team on request. Current service users will be given a new hard copy information leaflet about older people's services at review.	Personalisation Agenda
14	Council	<b>Develop a tailored performance management and quality assurance reporting mechanism that supports more effective challenge from elected members.</b>	14.1	Enhance support to Members to provide more effective challenge.	June 2009	Structure in place to report to lead member and the Leader monthly.  Additional training for new Cabinet Members on relevant issues to enhance challenge function. Programme in place to commence July 2009.	Head of Systems Development and Performance
			14.2	Ensure effective, consistent and specific targets with timescales in Adult Services business plan and commissioning strategy, against which performance will be measured.	April 2009  March 2010	Specific targets and timescales enabling effective performance measurement are now in place within the Adults Services business plan 2009/10.  Review of Well-being Strategic Framework 2007-10 by Wellbeing Thematic Board (the chair is shared between Chair of NHS Haringey and portfolio Cabinet Member, and is currently with NHS Haringey) to	Assistant Director, Adult Services  Head of Commissioning

	Lead	CQC Recommendations		Action	Target date	Progress	Responsible Officer(s)
						refresh current initiatives, including progress and performance to date.  Commissioning Framework for Personalisation agreed (see action 10.1)	
15	Council	<b>Ensure that work is progressed to improve data quality and governance arrangements.</b>	15.1	Implement a new Corporate Data quality strategy	August 2009	Cabinet members endorsed the Corporate Data Quality Strategy report and the strategy has been in place since April 2009. A schedule of data quality audits across the council will take place over the coming year.	Head of Systems Development and Performance
			15.2	Ensure effective monitoring and scrutiny of data quality by the portfolio Cabinet Member and executive team.	Ongoing	Ongoing data quality monitoring and results of internal audits to be reported to portfolio Cabinet Member by Director.  Data quality issues and audit findings are also raised at Monthly Budget and Performance meetings with Chief Executive.	Head of Corporate Policy and Performance / Director of Adult, Culture and Community Services
			15.3	Implement recommendations of audit.	Bi-annual audits to be undertaken (dates tbc following confirmation of audit schedule)	Audit recommendations will be implemented across Adults Services.	Relevant Service Heads / Head of Governance and Partnerships

## Glossary

Abbreviation	Meaning
AD	Assistant Director
BEHMHT	Barnet, Enfield and Haringey Mental Health Trust
CAB	Citizens Advise Bureau
CQC	Care Quality Commission
DH	Department of Health
FTE	Full time equivalent
GP	General Practitioner
HSP	Haringey Strategic Partnership
InLAWS	Integrated Local Area Workforce Strategy
IT	Information Technology
JSNA	Joint Strategic Needs Assessment
NHS	National Health Service
OD	Organisational Development
PCT	Primary Care Trust
QA	Quality assurance
SMART	Specific, measurable, achievable, realistic, time
SOVA	Safeguarding of vulnerable adults
TSCPB	Transforming Social Care Partnership Board

## Safeguarding Focus Key

Abbreviation	Meaning
P	Prevention
QA	Quality Assurance Operational Priorities
S	Strategic
T	Training