

APPENDIX B - DELIVERY PLAN 2010

The transformation programme delivery plan is set to ensure the following, within the context of the 4 Quarters of the Transforming Social Care diagram, set out at Appendix A:

- sustaining and developing universal preventative services to support carers and residents of the Borough, for example, 'Libraries for Health';
- the introduction of an Integrated Access Team providing an "enhanced" and standardised advice, information and signposting to services for the public (already achieved);
- the provision of a web based "public facing" information directory about all services (will be achieved August 2010);
- strengthening our early intervention services by the introduction of a "Reablement Service" for 4-6 weeks for service users on discharge from hospital or in response to a crisis at home for service users who do not need admission to hospital, and need a period of recovery to become as self caring as possible again which prevents the need for longer term provision, for example telecare, increased use of Community Equipment Service, adaptations;
- the implementation of self directed support using a supported self assessment questionnaire (SSAQ) validated by a risk assessment and safeguarding assessment, as appropriate to individual need, providing a personal budget based on a points to pounds system (responding to the answers to the questions in the SSAQ) and a support plan (already in place for people with physical disabilities) and being implemented for all service user groups;
- completing a short pilot project to ensure the carers self assessment and service users supported self assessment and services are coordinated;
- the implementation of Resource Allocation System (RAS) based on current unit costs of services (already in place and being tested);
- the introduction of a Personal Budget Support and Service Finding Team which will enable service users to take their personal budget as a direct payment and purchase their own services or support them to make choices about services to implement their support plan and purchase them on their behalf;
- the introduction of a revised IT system to underpin the new pathway to service;
- enhanced market development to offer a wider choice of services;
- provision of a specialist Safeguarding Team (already in place);
- enhanced advocacy service;
- further development of "social capacity" in local communities to assist in the support of vulnerable adults prior to any need to refer to adult social care by the provision of neighbourhood networks of volunteers; and
- Consultation with service users, carers, the NHS and the third sector has been continuous within the pilots and with a reference group linked to the Transforming Social Care Board.