

Mental Health Inspection 2006 Action Plan

Recommendation	Action	Led By	Deadline
National Priorities and Strategic Objectives			
1. Social services and partners should ensure that front-line team plans reflect service strategies and incorporate measurable targets and objectives through which staff and front-line managers can measure continuous improvement	All teams to complete team plans for 2006/07 (and subsequently, annually) which include measurable targets	Service Manager Mental Health/Performance manager trust/AD Community services (Council and Mental Health Trust)	30 June 06 ACHIEVED
2. The Council should work with partners to ensure that the configuration, terms of reference and operation of the Local Implementation Team are acceptable to all stakeholders and that it continues to contribute positively to the inclusive development of mental health services	To review the membership, terms of reference and operation of the Partnership Board (LIT) in liaison with the relevant stakeholders and ensure effective linkage with the Well Being Partnership	Joint Commissioner (Council)	30 November 06 ACHIEVED

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Cost and Efficiency			
3. Social services and HTPCT should review the Section 28 Agreement and the Commissioning Arrangement Agreement for the mental health service ensuring that these agreements are current, reflect current service structures and are reviewed regularly	To update the Section 28 Agreement and the Commissioning Arrangement Agreement in line with the recommendation and develop further the bi-annual reviews through the Joint Services Priorities group.	Joint Commissioner & Director of Strategy (Council & PCT)	31 January 2007
4. Social services, partners and stakeholders should review the multi-agency panel process to ensure efficient, effective and consistent operation	<ul style="list-style-type: none"> • New processes implemented • Care reviews linked to new processes • Evaluate first year's operation 	Joint Commissioner /Finance Manager/ AD Community services (Council & MHT)	31 January 06 ACHIEVED 31 July 06 ACHIEVED 28 February 07

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<p>5. Social services and health should ensure that commissioning budget responsibility is closely aligned with operations and that appropriate training and support is in place</p>	<p>1. Develop proposals to commission services at operational level.</p> <p>2. Put in place the infrastructure within the community teams to ensure successful implementation.</p>	<p>1. Joint Commissioner /Finance Manager/ AD Community services</p> <p>AD of Social Services</p> <p>(Council & MHT)</p> <p>2. Director of MH Trust/AD Community services</p> <p>AD of Social Services</p>	<p>By January 07 for implementation</p> <p>1 April 07</p>
<p>Effectiveness of Service Delivery and Outcomes for Service Users</p>			
<p>6. Processes should be put in place to ensure that front-line mental health staff are operating effectively in protecting adults from abuse within the multi-agency policy and procedures</p>	<p>1. To continue the current training programme and promote the profile of adult protection within Mental Health teams.</p> <p>2. To review the use of POVA procedures by Mental Health staff as part of annual reporting to Adult Protection Committee.</p>	<p>Adult Protection Manager/AD Community services</p> <p>(Council & MHT)</p>	<p>1. Ongoing</p> <p>2. September 07</p>

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7. Social services should take action to increase the use of Direct Payments by people experiencing mental health difficulties and ensure their participation in future scheme developments and monitoring	A plan to be developed to increase the use of Direct Payments to the average in the Barnet, Enfield and Haringey Trust area and work with service users, carers and voluntary sector organisations to increase awareness in advocating for direct payments for users.	Direct Payment Officer/AD Community services/Joint commissioner (Council & MHT)	1. Plan to be developed by 30 November 06 2. Average to be reached by June 07
8. The Council should ensure that it is demonstrably acting as a positive role model in promoting the employment of disabled people, including those with mental health issues	To consider as part of the Council's work force strategy.	Head of Personnel (Council)	January 07 Review September 08
9. An early intervention service should be established	To explore funding options for consideration by Mental Health Executive.	Commissioning Managers in Health & Social Care	January 07

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<p>10. The needs of carers within the mental health service should be identified, recorded and appropriate services developed within a stronger performance management framework</p>	<ul style="list-style-type: none"> • Develop a plan to implement carers strategy in respect of MH service users. • Progress against milestones to be monitored. 	<p>Carers Manager/AD Adults/Senior manager planning & comm. (Council/MHT/PCT)</p>	<p>November 06 March 07</p>
<p>Quality of Service for Service Users and Carers</p>			
<p>11. The Council and partners should undertake a comprehensive review of the Care Programme Approach (CPA) process and the review should:</p> <ul style="list-style-type: none"> - involve service users, carers, staff and other stakeholders; - seek to understand the shortcomings in the existing CPA and learn from best practice, and - result in improved documentation, effective care co-ordination, relapse identification and contingency planning, quality assessment, care planning and review 	<p>The Council has requested formally that the Trust (in its capacity of holding delegated responsibility for service provision) undertake a comprehensive review of the degree to which the new Care Programme Approach (CPA)/ Care management policy is working within Haringey.</p> <p>Areas to be tackled under the heading of clinical practice include: quality of assessments, outcome focussed care planning and review, standards of documentation, effective care co-ordination, relapse identification and contingency planning. Progress will be monitored via the Well Being Board</p>	<p>Director of MH Trust/Joint commissioner (MHT/Council)</p>	<p>31 January 07</p>

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<p>12. The Council and partners should review the quality and effectiveness of case file recording and auditing</p>	<ol style="list-style-type: none"> 1. Supervision to be used to undertake detailed work on the quality of files 2. Case file audits to be standardised across the teams and carried out systematically 3. Six monthly reports to be provided to Director of Social Services and Adult Services Clinical Governance Group on number of audits carried out in each team, their findings and subsequent action to be taken 	<p>AD Community services/ AD Adults specialist (Council & MHT)</p>	<ol style="list-style-type: none"> 1. By 31 December 06 2. By 31 December 06 3. First report by 31 March 07
<p>13. The Council and partners should strengthen quality assurance processes</p>	<p>The Mental Health Executive to consider appropriate quality assurance processes across the partnership and oversee implementation plan</p>	<p>Joint commissioner /Performance Managers (Council/MHT/PCT)</p>	<p>Implementation Plan developed by January 07</p>

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14. Social services should ensure that risk alerts relating to individual cases are given prominence on the electronic case records system	<ol style="list-style-type: none"> 1. Further training to be provided on risk alerts and Framework-I 2. Sampling mechanisms to be established to ensure compliance 3. To be reviewed when RIO is being established 	Project Officer adults/AD Community services (Council & MHT)	<ol style="list-style-type: none"> 1. 31 June 06 ACHIEVED 2. By 30 November 06 3. 1 April 07
15. The Mental Health Service Directory should be more widely distributed across public access points in the borough	<ol style="list-style-type: none"> 1. Continue to ensure the website information on mental health services is updated on regular basis 2. Update directory 3. Distribute directory 	Information management officer (Council/PCT/MHT)	<ol style="list-style-type: none"> 1. Twice yearly: April & October 2. March 07 3. June 07
Fair Access			
16. Partners should ensure that eligibility criteria and access to the Crisis, Assessment and Treatment Team and Alexandra Road Crisis Unit are clearly understood by service users and all staff involved in mental health services and are consistently applied	<ol style="list-style-type: none"> 1. Review the information provided on the eligibility criteria and access 2. Review the performance of the Crisis Teams and the relationship with Alexandra Road and develop, if necessary costed proposals for service change 	Information management officer Joint commissioner/ Director of MH Trust (Council/MHT)	<ol style="list-style-type: none"> 1. 31 December 06 2. January 2007

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17. The Council should work with partner agencies to ensure that opportunities for single gender services are developed and that all services take demonstrable steps to ensure that environments and services are fully inclusive.	Review current single gender services and identify opportunities to increase inclusion within the Day Services strategy implementation NRF funding enabling wider implementation of the Haringey Therapeutic Network.	Day service managers (Council)	By 31 December 06
18. Partners should ensure that availability and choice of advocacy support for service users and carers is increased	A review of existing advocacy services has begun and funding for any additional advocacy services to be considered in 2007/08 budget process	Joint commissioner (Council & PCT)	By 31 January 07
19. Partners should ensure that service users and carers are aware of their rights to access interpreting services and the complaints procedure	<ul style="list-style-type: none"> • Brief all care co-ordinators on complaints, translation & interpreting services. • Continue to provide initial information packs containing information on these issues • Hold session with carers to explain the complaints procedure and how to access translation and interpreting services • Finalise arrangements for new translation and interpreting service following tendering process and brief care coordinators accordingly. 	AD Community Services All care co-ordinators Carers Manager AD Community Services	November 06 initially, then ongoing Ongoing December 06 April 07

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<p>20. Primary Care: (SCRUTINY REVIEW) The council to work with partners to support implementation of the Local Enhanced Service for Mental Health in TPCT.</p>	<p>Work with TPCT clinical lead in agreeing referral & discharge procedures. GP link working.</p> <p>Work underway – LIT sub group to lead on agreeing shared care agreement</p> <p>LES team in the TPCT in post.</p> <p>Specific work to provide Primary care team basic mental health understanding training in progress</p> <p>Specific work re improving the use and effectiveness of SMI registers in progress.</p>	<p>AD Community Services LES Clinical lead PCT</p>	<p>December '06</p> <p>Expected Dec. 2006</p> <p>Commence February 2007 then ongoing</p> <p>Rolling programme during 2007/8</p>
<p>21. Mental Health Liaison (SCRUTINY REVIEW) The Council to work with partners in improving Mental Health Liaison Services at the North Middlesex Hospital.</p>	<p>To ensure Mental Health Service reconfiguration allows services to be improved at North Middlesex.</p>	<p>Director of MH Services (Enfield) & Haringey & Enfield Joint Commissioners</p>	<p>April 07</p>
<p>Capacity for Improvement</p>			

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22. The Council and partners should ensure that performance management, monitoring and measurement systems are robust and operating effectively at all levels within integrated services	Further develop performance management systems to enhance the capacity of the integrated service	Performance managers (Council/MHT/PCT)	Full implementation of revised system by 31 March 07
<p>23. The Council should work with its partners to:</p> <ul style="list-style-type: none"> - ensure that the profile of social services is well promoted; - demonstrate that social care is valued within the integrated services; and - consult widely to gain a good understanding of stakeholder perceptions regarding social care profile, the reasons for them and how to address these 	<ol style="list-style-type: none"> 1. Senior manager – ASW post created & filled. 2. Increase visibility of Council managers in BEHMT at joint management briefings. 3. ASW training reviewed 4. Develop the role of the Professional Head of Social Work to further action this recommendation 	Assistant Director of Social Services (Council)	<ol style="list-style-type: none"> 1. July 06 ACHIEVED 2. June 06 ACHIEVED 3. June 07 4. April 07
24. The Council and partners should continue to develop a fully integrated service, underpinned by co-located teams, integrated practices and infrastructural support	Further develop the service so that it is fully integrated by 1 April 2008	Assistant Director of Social Services / Director of MH Trust (Council/MHT)	By 1 April 08
25. An operational protocol to guide staff and managers through working across the	Develop a learning disability/mental health protocol to complement the terms of	Service manager	Complete by 31 January 07

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interface between mental health and learning disability services should be developed, implemented and regularly evaluated to ensure effectiveness	reference of the complex needs panel and review on a biennial basis	Learning Disabilities/Joint commissioner (Council/MHT)	
26. (SCRUTINY REVIEW) The Council to continue to support the Social Inclusion Agenda for Mental Health Services through the Well Being Agenda and mainstream access and supported employment.	To ensure Mental Health is incorporated into the planning agenda on a Council wide basis.	Well Being Officer Group/Joint Commissioner All Theme Boards.	April 07