






Action Plan	Due Date	Status
AC18001 Transformation of integrated services	31 March 2019	

A programme of work has been developed and is to be approved by the Local Care Organisation and Integrated Commissioning Board in March 2019 around a programme of work towards alignment of integrated teams where possible.

18/12/18

Ref	Name	Due	
■ AC18001.A	Develop new integrated arrangements with NHS provider colleagues	31 March 2019	
■ AC18001.B	Further develop new Neighbourhood teams	31 March 2019	
■ AC18001.C	Develop as an active partner in the new LCO	31 March 2019	
■ AC18001.D	Further integrate Mental Health and Learning Disability Services into the new arrangements	31 March 2019	

AC18002 Further development of support to improve outcomes for service users	31 March 2019	
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Objectives: 50% of personal budgets are taken as a cash budget for older and physically disabled people. Whole service target of 35% of PBs to be taken as a cash budget.... 2% reduction in long term care placements for older and physically disabled people Target to be 243 placements....5% reduction in long term care placements for people with severe mental health needs....Increased 24/7 care options for people with learning disabilities or mental health needs....Set up 50 personal health budgets3% of eligible people have needs met by effective use of social capital by March 2019.Delaying the need for further assessment....Reduction in care packages commensurate with transformation plan..







The service has achieved 39% at the end of November and the target of 35% of all personal budgets taken as a cash budget is expected to be achieved at year end.

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The number of people receiving packages of care is reducing but the number approaching the local authority is increasing be around 20% which means more people are being supported through non-social care means.

There is active work ongoing with providers, service users and family to explore person centred approach to housing. Extracare at Ladybarn and one other are on stream in the next financial year to enhance the support of people with Learning Disabilities.

Work is ongoing with children's services to align specialist services for young people (0-25) and complex interdependencies as part of the complex aligned service

Ref	Name	Due	
■ AC18002.A	Develop support planning to make better use of peoples own and community resources	31 March 2019	
■ AC18002.B	Increase the % of people who use cash budgets	31 March 2019	
■ AC18002.C	Further reduce long term care home placements	31 March 2019	
■ AC18002.D	Develop health personal budgets as part of joint packages of care	31 March 2019	
■ AC18002.E	Act on recommendations of review of Greave house and Mental Health supported living schemes to support improved outcomes and independence for people with significant long term mental health needs	31 March 2019	
■ AC18002.F	Extend the range of care and support options for people with learning	31 March 2019	

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<ul style="list-style-type: none"> ■ AC18002.G disabilities Look at opportunities for further integration of process/policies across specialist LD services 	31 March 2019	■
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AC18003 Further development of mental health service arrangements	31 March 2019	■
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Objectives: New social care leadership in place in Mental health....New service offer available to people with Dementia and their carers....New Approved Mental Health Practitioner (AMPH) service in place which assists in reduced number of people with mental health needs attending A&E departments.....

The new AMHP hub is now live and are developing a dataset to measure outcomes around user experience The dementia steering group have an initial meeting early 2019. Both Pennine care and RBC have agreed a further memorandum of understanding to improve social care governance and delivery.

18/12/18

Ref	Name	Due	Status
■ AC18003.A	Improve social care governance and service delivery as part of the joint service provided by RBC and Pennine Care Foundation NHS trust (mental health provider)	31 March 2019	■
■ AC18003.B	Work with commissioners to develop and implement a new Dementia offer	31 March 2019	■
■ AC18003.C	Develop a stronger dedicated Approved Mental Health Practitioner (AMHP) service which improves access, and assures quality and increases consistency of practice under the Mental health Act and supports emergency duty team working.	31 March 2019	■

AC18004 Increase the effectiveness of enablement and other services that reduce the need for hospital level care	31 March 2019	■
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Objectives: Delayed Transfers of Care to be reduced in line with LCO target for 18/19....People who are medically fit to leave hospital to be reduced by 50%....77% of people who use reablement services to be reabled or a reduced package of care....Non-elective admissions are reduced in line with the locality plan85 % of People (65+) discharged from hospital into reablement services still at home 91 days.




Delayed Transfer of Care is still above prescribed target however this target is under review in line with GM direction. Patient flow is improving with enhancements through the reablement service and 78% year to date were successfully reabled The integrated discharged team is now in place and actively supported by linked neighbourhood teams. Work with BARDOC to explore opportunities to divert from A&E if someone has rang 111.






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Ref	Name	Due	Status
■ AC18004.A	Putting Integrated Discharge Teams in place across Pennine Acute /Pennine care Hospitals Sites	31 March 2019	■
■ AC18004.B	Increasing the % of people able to be independent as a result of enablement services	31 March 2019	■
■ AC18004.C	Set up a community flow service which will include proactive case	31 March 2019	■

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	follow up for designated “stranded” cases and also a coordinated trusted assessment function for long term care settings (for receipt of D2A recovery cases)		
■ AC18004.D	Extending the social care offer at A&E departments with partner organisations to reduce unnecessary admissions	31 March 2019	■
AC18005 Further develop support for younger people with learning disabilities		31 March 2019	■
Objectives: The establishment of a specific borough wide team to link more with Children with Disability services as part of the development of a 0 – 25yrs service for children and young people7% of adults with a learning disability to be in paid employment....			
<i>Links have been established with children’s services for joint working and work is underway on the transition project. The service is slowing increasing this and the expectation is that the 7% target should be achieved by year end.</i>			
18/12/18			
Ref	Name	Due	
■ AC18005.A	We will strengthen the transition arrangement, and for young people with the most complex needs	31 March 2019	■
■ AC18005.B	Increase the options for more people with learning disabilities to gain and keep employment, working with commissioners, established employment support providers and employers	31 March 2019	■
AC18006 Further development of the service quality assurance function		31 March 2019	■
Objectives: Increased number of Carers assessments and carers supportedInternal Quality Assurance measures			
<i>The quality assurance framework will be reported every quarter to the adult social care strategic partnership board. The framework policy has now been written and ready to go live The managing allegations process and training has been delivered and continues to be embedded There has been a new MOU phase 2 for the joining mental health work Outcomes indicators are to be developed to demonstrate the quality of service and positive impact on service users Carers continue to be supported through NCompass alongside the Adult Care team. The number of carers supported has increased. GDPR audits have been completed and all recommendations are in progress to be completed.</i>			
18/12/18			
Ref	Name	Due	
■ AC18006.A	Further develop the quality assurance framework for service delivery with clear standards of service met. New framework compliance to be monitored by the internal quality assurance team	31 March 2019	■
■ AC18006.B	Trial joint health and social care assessments within the Allis system	31 March 2019	■
■ AC18006.C	Embed the managing allegations process, procedures and practice within Adult Care and partners	31 March 2019	■
■ AC18006.D	Reviewing social work practice governance in the joint Mental Health service	31 March 2019	■
■ AC18006.E	Work with the new enhanced carers service offer to maximise the number of carers supported.	31 March 2019	■

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AC18006.F Complete audits by the end of June 2019 to comply with GDPR implementation	31 March 2019	
AC18007 Develop a section 75 agreement between the council and Pennine Acute to deliver the operational elements of Adult Social Care	31 March 2019	
Objectives: Completed section 75 agreement for the delivery of Adult Care operational services via a single line management arrangement with Pennine Acute. <i>Operational alignment has progressed; however, legislative challenges have delayed contractual arrangements being signed off.</i> 07/01/19		
AC18008 Improve the quality of regulated care services.	31 March 2019	
Objectives: Improved Quality of Service provision as evidenced by: Improved CQC ratings, reduced safeguarding issues, default notices kept to a minimum and improved service user and family/ carer satisfaction. <i>The new approach is working well with QA officers developing positive working relationships with providers leading to improved attendance at provider forums</i> 07/01/19		
AC18009 In partnership with the LCO implement the development contract with the new home care providers to deliver the new models of home care on a neighbourhood basis.	31 March 2019	
Objectives: Maintenance of a sustainable home care market that helps to prevent people going into residential care and hospital. Reduced delays in accessing home care packages. Reduction in packages of care and increased use of community assets. Development of networks of home care providers and community assets on a neighbourhood basis. Increase in number of community micro enterprises to support people to access community assets as alternatives to home care packages <i>New homecare model has been implemented as planned & embedded</i> 07/01/19 <i>New model helped to minimise the impact of one lead provider Allied Healthcare leaving the market. Providers supported RBC and agreed how to distribute the work between lead providers.</i> <i>Quarterly monitoring continuing to take place – feedback indicates issue re: volume of work available and current impact of cash budgets on the system.</i> <i>Project Manager supporting team managers and working with lead providers re: use of transformational funding to provide alternative support options.</i>		
AC18010 In partnership with the LCO, implement the enhanced health care offer in care homes across the borough.	31 March 2019	
Objectives: Improve Access to Health services in Care Homes. Improve urgent care response for Care Homes when residents become unwell. Reduce A and E		

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attendances and non-elective admissions to hospital from Care Homes. Improve the management of long term conditions in Care Homes. Improve the support to Care Home residents at end of life to increase the number of people who die in their place of choice		
<i>A virtual support team is now emerging with progress being made with Health support in Nursing Homes:</i> <ul style="list-style-type: none"> - Operational group commences this month, bringing together stakeholders to form a strategic partnership around this project - OT's / Moving & handling officers are actively supporting care home staff - 6 Primary care nurses have been recruited & will undertake, amongst other things, advanced care planning & medication management 		07/01/19
AC18011 Develop the market for intensive support for vulnerable people including people with Learning Disabilities	31 March 2019	
Objectives: Autism project developed. Reduction in out of borough placements and care closer to home. Increased number of Extra Care units developed or planned. Increased care and accommodation options available for vulnerable people across the borough		
<i>All 3 new schemes have planning permission and are due to open this year:</i> <ul style="list-style-type: none"> - Extra Care, Milnrow – Summer - Autism, Middleton - winter (subject to NHSE funding approval) - Supported Accommodation, Heywood - winter 		07/01/19
AC18012 Implement the new residential care (complex dementia needs) facility at Springhill, including the dementia day service model	31 March 2019	
Objectives: Improved Dementia services for people with Learning disabilities and dementia/ people with challenging behaviours. Reduction in out of borough placements. Reduction in hospital admissions		
<i>Springhill opened as a residential home with a community café in November 18:</i> <ul style="list-style-type: none"> - Work has started with the CCG to offer onsite specialist Health provision - Establishing a day care offer and embedding the specialist NHS Hub service will be undertaken over the coming months 		07/01/19
AC18013 Analyse the North West sustainability work and use to develop a market position statement for the borough	31 March 2019	
Objectives: Improved data on the market requirements for Adult Social Care. Clear commissioning requirements. SMART Market Position Statement that sets out the commissioning intentions for Care and support services		
<i>The Commissioning service specification is in draft form & due to be completed by the end of January</i>		07/01/19

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AC18014 Continue work on fee levels and appropriate costs of care, with providers, to ensure sustainability of the sector	31 March 2019	
<p>Objectives: Diverse social Care market able to respond to demands in the market. Reduced number of out of borough placements for people with complex needs. Improved quality of life for service users and carers</p> <p><i>Our fee setting process for 19/20 has started with a month long provider consultation that is due to close on the 2nd February.</i></p> <p><i>Our pre-consultation financial modelling has taken account of the pressures in the market, our available resources and our legal responsibilities</i></p>		
AC18015 In partnership with the LCO develop a shared lives service that reduces the need for older people to attend A&E or require hospital admissions	31 March 2019	
<p>Objectives: Reduced A and E attendances and hospital admissions. Increased options for respite and day provision. Reduced Care Breakdown</p> <p><i>In September 18, after considerable research, national pilot information, understanding our local position & assessing, the likelihood of success in terms of reducing hospital admission an LCO decision was made to cease this programme.</i></p> <p><i>However, work continues with Shared Lives to develop this valued, family based service, in line with the GM strategy.</i></p>		
AC18016 Procure any services where contracts are ending in 2018/19 as required	31 March 2019	
<p>Objectives: Comply with procurement legislation</p> <p><i>The annual commissioning process is in place with all contracts let in accordance with legislation and procurement regulations.</i></p>		
AC18017 Actively engage in and support the delivery of the GM ADASS strategy	31 March 2019	
<p>Objectives: Transformed models of service delivery linked to the GM ADASS strategy.</p> <p><i>Completed, we actively engaged in the GM strategy and align our local model to it.</i></p>		
AC18018 In partnership with Housing deliver a supported housing strategy	31 March 2019	
<p>Objectives: A supported housing strategy that supports the delivery of the health and social care transformation bid. An innovative partnership approach to the delivery of homelessness services aimed at the delivery of improved outcomes for people faced with homelessness.</p> <p><i>A successful stakeholder workshop in November 18 has provided a platform to develop a multi-agency Supported Housing Strategy.</i></p>		

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Our approach will be to base our strategy on sound demographic detail to ensure our aim, to have the right number and type of housing support available to meet future demand / need, is met during 2019/20 & beyond.