





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

11/04/19

Shadow integrated project board in place with good progress made in achieving objectives to deliver integration






| 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 |  |

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| 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 41% at the end of year for service users with a cash budget There are less new placement of older people in permanent residential placements when compared to the 3% increase in the age group however, as life expectancy has increased, people are remaining in the placements longer which means the base number on residential/ nursing placements is currently increasing. The review of supported living schemes is now part of a larger review. This means it has had to be delayed as part of a much wider ranging outcome focused review of mental health services. . We are exploring opportunities with Pennine Care Foundation Trust to look at pathways in and out of the LD teams and regular meetings have improved communications 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 to align specialist services for young people (0-25) and complex interdependencies as part of the complex aligned service

11/04/19

| 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 | 31 March 2019 |  |

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| ■ AC18002.F | 31 March 2019 | ■ |
| ■ AC18002.G | 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 working well with evidenced outcomes to demonstrate improved outcomes for people in the borough of Rochdale. The dementia strategy is in development New Memorandum of Understanding is in place along with evolving governance arrangements. 11/04/19

| 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 | ■ |

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| 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 below the GM prescribed target and is still one of the best in the GM and the North West. Patient flow is improving with enhancements through the reablement service and 78% year to date were successfully reabled Integrated discharge teams are in place with improved offer at acute sites. Pennine Acute are developing the access to A&E pathways- this work is led by LCO colleagues and will be refocussed to spring 2019 The % of people discharged from hospital into reablement and still at home 91 days later is over 86% and performing well. The community flow service has been set up and in place 11/04/19

| 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 | ■ |

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| <ul style="list-style-type: none"> AC18004.C Set up a community flow service which will include proactive case follow up for designated “stranded” cases and also a coordinated trusted assessment function for long term care settings (for receipt of D2A recovery cases) | 31 March 2019 | ■ |
| <ul style="list-style-type: none"> 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....

Links have been established with children’s services for joint working and work is underway on the transition project The 7% target set at the start of the year was a stretching one and although it will not be achieved at year end (likely to out turn 6.6%), Rochdale is still the 3rd best in GM on this indicator. There is a positive new offer under development in GM for an enhanced employment offer 11/04/19

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| 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 | ■ |

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| AC18006 Further development of the service quality assurance function | 31 March 2019 | ■ |
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Objectives: Increased number of Carers assessments and carers supportedInternal Quality Assurance measures

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 disseminated across the service- quarterly quality and practice assurance meetings occur along with triangulation of case audits The managing allegations process and training has been delivered and continues to be embedded the trial of joint health and social care assessments has been done and proved effective. Social work practice governance has been completed in the joint Mental Health service and a new memorandum of understanding in place 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. The governance team within the service are supporting IG to ensure all the correct privacy notices are online along with developing retention periods 11/04/19

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|-----------|---|---------------|--------|
| 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 | ■ |

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| ■ 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 | ■ |
| ■ 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>This has now been deferred until March 2020 in line with the redefined approach for the LCO – features in 19/20 plan</i> 11/04/19 | | |
| 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. This has now been completed.</i> 11/04/19 | | |
| 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>Completed 12 month review of home care model and analysis of impact to date to inform next steps.</i> 11/04/19 <i>Community Catalyst now mobilised and developing the micro enterprises/community assets – on track</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 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>Review of impact of the virtual team underway to inform the mainstream model going forward.</i> 11/04/19 | | |

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| AC18011 Develop the market for intensive support for vulnerable people including people with Learning Disabilities | 31 March 2019 | ■ |
| <p>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</p> | | |
| <p><i>All schemes still on track, members regularly briefed on progress.</i></p> | | |
| <p><i>Schemes include:</i></p> | | |
| <ul style="list-style-type: none"> - <i>Extra Care, Milnrow – Summer</i> - <i>Autism, Middleton - winter (subject to NHSE funding approval)</i> - <i>Supported Accommodation, Heywood - winter</i> | | |
| AC18012 Implement the new residential care (complex dementia needs) facility at Springhill, including the dementia day service model | 31 March 2019 | ■ |
| <p>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</p> | | |
| <p><i>Springhill opened as a residential home with a community café in November 18:</i></p> | | |
| <ul style="list-style-type: none"> - <i>Work has started with the CCG to offer onsite specialist Health provision</i> - <i>Establishing a day care offer and embedding the specialist NHS Hub service will be undertaken over the coming months</i> | | |
| <p><i>The Willows now in delivery and has been completed.</i></p> | | |
| AC18013 Analyse the North West sustainability work and use to develop a market position statement for the borough | 31 March 2019 | ■ |
| <p>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</p> | | |
| <p><i>Ongoing work with NW ADASS on the sustainability of the market, Rochdale a key partner in the NW working group looking at tools to support LA's to predict market information.</i></p> | | |
| AC18014 Continue work on fee levels and appropriate costs of care, | 31 March 2019 | ■ |

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| with providers, to ensure sustainability of the sector | | |
| 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 | | |
| <i>Fee setting processes completed for 19/20.</i> | | |
| <i>Ongoing work to reduce the number of out of borough placements.</i> | | |
| 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 |  |
| Objectives: Reduced A and E attendances and hospital admissions. Increased options for respite and day provision. Reduced Care Breakdown | | |
| <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> | | |
| <i>However, work continues with Shared Lives to develop this valued, family based service, in line with the GM strategy. This is ongoing.</i> | | |
| AC18016 Procure any services where contracts are ending in 2018/19 as required | 31 March 2019 |  |
| Objectives: Comply with procurement legislation | | |
| <i>Completed for 18/19 and plans in place for 19/20 activity.</i> | | |
| AC18017 Actively engage in and support the delivery of the GM ADASS strategy | 31 March 2019 |  |
| Objectives: Transformed models of service delivery linked to the GM ADASS strategy. | | |
| <i>Completed, we actively engaged in the GM strategy and align our local model to it.</i> | | |
| AC18018 In partnership with Housing deliver a supported housing strategy | 31 March 2019 |  |
| 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. | | |
| <i>Accommodation strategy work is underway.</i> | | |
| <i>Steering group has been established</i> | | |