

Healthwatch Enter and View Report Action Plan

Actions	Response:	Timescale	Lead Person
<p>1. Clarity:</p> <p>a. When an adult's needs are assessed under the criteria of eligibility for social care, the result of this assessment indicating their Support Needs and Outcomes should be communicated immediately in writing to the person concerned or their carer, with an indication of the further action to be taken.</p> <p>b. All subsequent Support Plans, Personal Budgets, and amendments thereto, put in place to meet these needs, once agreed, should be immediately communicated in writing to the person concerned or their carer.</p> <p>c. Where a request for a change in the Support Plan and/ or Personal Budget is received, whether orally or in writing, this should be recorded and a clear and reasoned decision thereon should be communicated in writing to the person concerned or their carer within a set deadline.</p>	<p>1. The Council has a clear commitment to ensuring that individuals are central to their assessment process. To this end they are provided with information about their assessment and support plan. However there are opportunities to improve consistency of provision of this information to all.</p> <p>The organisational restructure will support this by providing a consistent approach across the service as well as the administration support to enable assessment / review information to be shared at the earliest opportunity.</p> <p>Furthermore, the Councils mobile working policy will also provide greater opportunities for individuals to see draft assessments as they are being completed, rather than having to wait for the edited version to be shared with them at a later date.</p>	<p>Mar 2014</p>	<p>Assistant Director Operations</p>
<p>2. Timeliness: The Council should, after consultation with service users and their carers, set target deadlines for the completion of new Personal Budgets and for making changes (or for communicating the decision not to agree a change) to existing Personal Budgets and should make arrangements to monitor and implement these (e.g. through the proposed new FACE system). In our view 6 months might be considered an acceptable target for new Personal Budgets and 6 weeks for changes in existing Personal Budgets. Performance against these targets should be published regularly.</p>	<p>2. The service is in a process of reviewing the Direct Payments and Personal Budgets processes. This is in response to of the delays which service users have been experiencing and that have been raised in the Enter and View report. The aim is to reduce the delay thereby increasing the benefits and attractiveness of the Personal Budgets offering to local people.</p>	<p>Mar 2014</p>	<p>Head of Strategic Finance</p>

	<p>There are no agreed timescales for completion of the redrafted processes this is because there are significant variations in the complexity of cases and therefore support plans. Setting a single timescale for completion would not recognise the differences in input required to arrange support packages.</p>		
<p>3. Customer Service: After the assessment stage, we have identified problems with access to Council services concerned with the setting up, subsequent modification and detailed implementation of arrangements for Personal Budgets (including Direct Payments). We believe that the Council in its current reorganisation of services should follow a customer service model which would provide people with learning disabilities and their carers clear means of access to named individuals who are given sufficient responsibility and authority to initiate action on their behalf, including varying support plans and the consequent financial arrangements within the existing budget envelope or initiating the process for considering a change in the budget.</p>	<p>3. The previously mentioned remodelling of services is based on providing a generic and improved customer service model. Reflecting consultations on both a local and national level whereby service users and carers were requesting access to timely and accurate support / advice. Whilst also providing access to responsive complex casework as necessary for more complex involvements.</p> <p>This will support investment in the single access function within the service and encourage the growth of synergies within the service to improve outcomes for local people.</p> <p>However this will not guarantee a named worker for individual service users in all instances.</p>	<p>Mar 2014</p>	<p>Assistant Director Operations</p>
<p>4. Support Planning and Brokerage: We support the Council's announced intention to establish support planning/brokerage as a separate function from that of needs assessment and we recommend that arrangements should be made to allow people to use independent agencies to carry out this function subject to appropriate reimbursement by the Council. Support planners could also play a role in monitoring service provision and identifying any gaps</p>	<p>4. There are currently few providers offering the externalised brokerage function in the Wandsworth area. However the Council has been and will continue looking at the opportunities to develop this area.</p>	<p>Mar 2015</p>	<p>Assistant Director Operations / Service Improvement Manager</p>

<p>5. Direct Payments:</p> <p>a. It should remain a matter of free choice whether people choose to take their support in the form of Direct Payments or not.</p> <p>b. Recipients of Direct Payments should be given a named contact in the Finance Department whom they can contact to discuss details of the payment arrangements.</p> <p>c. In order to cover the inevitable administrative costs of managing Direct Payments, an appropriate supplementary allowance should be payable to all recipients without the need for proof of expenditure. It should remain open to people to make an exceptional claim for administrative expenses, to be supported by proof of expenditure.</p>	<p>5.</p> <p>a) The Council cannot legally force someone to have a Direct Payment.</p> <p>b) The role of the finance officers in the Direct Payments will be being reviewed as part of the wider review of brokerage services.</p> <p>c) There already exists an agreed allocation for all new Direct Payments users which is used for set up costs.</p> <p>However it should be noted that the launch of the pre paid card will significantly reduced the need for set up costs and administration.</p>	<p>Mar 2014</p>	<p>Head of Strategic Finance</p>
<p>6. Annual Reviews:</p> <p>a. We attach importance to the thorough implementation of the system of Annual Reviews for adults in receipt of social care and support. Efforts should be made to achieve the maximum possible continuity of the staff carrying out these reviews.</p> <p>b. Particular attention should be paid to the variety and quality of the experience afforded to the individual by their social care arrangements, taking account of their abilities and potential.</p> <p>c. Attention should also be paid to the need to provide for foreseeable future contingencies in the longer term and in the shorter term ensure that people with learning disabilities and their carers know who they can make contact with between the annual reviews, if they have worries about their mental or physical health or the services they use.</p>	<p>6.</p> <p>a) The Council is committed to completing annual reviews of people in receipt of services and achieved above the target of 80% for 12/13. There is however not always the capacity for the same worker to complete reviews however where complex case work requires this then it will be provided.</p> <p>b) All reviews should be users focused and are quality assured in a number of ways. Firstly any review will be signed off by a team leader prior to it being entered on the client record system. Secondly there are file audits which are carried out on a monthly basis by the entire management group to review case practice / recording. And thirdly all cases which are presented to panel are reviewed by a peer group of staff regarding case work / recording.</p>	<p>In place.</p>	<p>Assistant Director Operations</p>

	<p>The Councils Quality Board has been incepted in order to provide a forum where information about service maybe triangulated in order to ensure that different streams of information are maximised to support monitoring of services to enable the best quality of provision for local people.</p> <p>c) All users are made aware of how to access services and further support as required. This information is provided to local people in leaflets shared at point of contact.</p>		
<p>7. Transition:</p> <p>a. The Council should ensure that the recent improvement in the resourcing of the social work team responsible for young people with learning disabilities making the Transition to adult services is maintained and that the Transition protocol is observed in the spirit and the letter. In particular efforts should be made to ensure that social work staff get to know the young people and their carers concerned sufficiently in advance of Transition and are able to ensure that the adult services perspective is fed into Transition plans.</p> <p>b. We also wish to draw attention to the importance of preparing young adults and their carers in good time for subsequent transitional stages such as leaving fulltime education and moving on from youth services.</p>	<p>7.</p> <p>a) Adult Social Services continues to work more closely with colleagues in Children’s Service around maximising people’s experience of transition. There is now a transitions panel which ensures that all transitional cases are reviewed in a joint meeting prior to their 18 birthday.</p> <p>b) This is included in the work of the transitions panel and strategic board meeting. The relevant aspects from the report from the inspection will be shared with the transitions board and included in their work plan.</p>		<p>Assistant Director Operations</p>
<p>8. Access to therapies:</p> <p>The Council in cooperation with the Clinical Commissioning Group should ensure adequate provision of specialist occupational and other therapies for adults with learning disabilities so as to avoid unreasonable delays in access to therapies.</p>	<p>8.</p> <p>The responsibility for funding occupational and other therapies lies with the CCG. The specialist learning disability health team is relatively well resourced. There are target times for allocation of cases and these will be closely monitored by the joint</p>		<p>Assistant Director Commissioning.</p>

	commissioning unit.		
<p>9. Personal Assistants/One –to –ones: The Council should, in consultation with service users' and carers' representatives, review the terms on which it supports the employment of PAs/One-to-ones under the system of Direct Payments with a view to affording employers the maximum discretion on terms and conditions subject to the necessary protection of public expenditure. In its dual role as employer and paymaster it should avoid creating or perpetuating anomalies as regards rates of pay and other terms e.g. payment of expenses. It should in cooperation with the accredited Direct Payment support agencies issue a factsheet making clear the rules for employment of support staff under Direct Payments as well as providing guidance to service users and carers on issues of concern in relation to such employment.</p>	<p>9. The Council will be considering any such anomalies which may exist between the personal assistant market and structured agency provider market. This will be part of the Council personal assistant development programme and reflected in fact sheets which will be produced.</p>	2015	Assistant Director Operations
<p>10. Respite: The Council should publish a factsheet setting out the rules on entitlement to respite care and should continue, in consultation with suitable providers and with service users' and carers' representatives, to develop additional respite options for adults with learning disabilities.</p>	<p>10. There will be a factsheet explaining the new model of respite: a smaller residential care service(Wardley St) replacing Hartfield House, Shared Lives respite and holidays. This model, which is now likely to be in place by November this year, has been discussed with carers and service users in regular consultation sessions going back to early 2012.</p>	April 2014.	Assistant Director Commissioning
<p>11. Quality Monitoring and Assurance: The Council should initiate a process of discussion with service providers, service users and carers on arrangements for monitoring, maintaining and improving the quality of services provided to adults with learning disabilities in the light of the recent TLAP papers on Driving Up Quality in Adult Social Care. Such discussion could feed into the Council's Market Position statement.</p>	<p>11. Learning disability service providers in Wandsworth are regularly monitored, usually against a range of targets and agreed outcomes which promote independence and embrace the principles of personalisation. The learning disability Joint Commissioning Strategy (2010-13) is due to be refreshed this year and will address the quality assurance issues, particularly in the light of the Winterbourne View action plan.</p> <p>Adult Social Services has also implemented</p>	April 2014	Assistant Director Commissioning

	a Quality and Standards which will provide a framework for gathering information about standards of services by triangulating information from a range of sources.		
<p>12. Disseminating good practice: The Council should consider the need for further arrangements for disseminating information about available services for adults with learning disabilities and in particular about examples of good practice.</p>	<p>12. Regarding information, ACIS on the council website has had a lot of work done on it recently. There have also been several events during the last year with a focus on providing information about services to carers and users, the most recent being on housing and support options, attended by over 40 carers. The department will continue to have these events, linking with special schools and organisations such as the Carers Centre and Wandsworth MENCAP.</p>		<p>Assistant Director Business and Systems</p>
<p>13. A Notice board for Carers: The Council should discuss with carers' representatives the feasibility of setting up an on-line notice board for local carers of people with learning disabilities to exchange information and support.</p>	<p>13. There are a number of organisations, such as Wandsworth MENCAP and the Carers Centre, which facilitate the exchange of information and run support groups. The service will also look to develop social media as an option for people to share their experiences of services.</p>		<p>Assistant Director Commissioning</p>
<p>14. Other expenditure cuts: a) In making any necessary economies in the provision of social care and support the Council should make every effort to ensure that its decisions are clear, transparent and even-handed, recognising the special situation of the vulnerable people concerned and their carers. b) The Council should ensure that any economies in provision of community transport do not undermine the viability of services or facilities of value to people with learning disabilities. c) The Council should avoid using the introduction of Personalisation for the majority of social care arrangements as a reason for withdrawing support from small voluntary and self-help organisations which cannot afford the administrative machinery of charging on a full cost basis.</p>	<p>14. a) The Council prides its self on its transparency and will continue to work with Healthwatch to ensure information is accessible. b) The Council has been looking at opportunities for promoting personal choice around transport for individuals. This is focused upon the use of a Direct Payment for mileage rather than use of taxi services. Thereby supporting individuals to express a greater level of choice regarding transport.</p>	<p>Mar 14</p>	<p>Assistant Director Operations.</p>

	<p>c) The has Council recognised there is an issue with providers from the profit and not for profit sectors as a result of choice being offered to users via personalised budgets. There are regular meetings with providers organisations to ensure that there is a clear sharing of information and issues.</p>		
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