

At a glance plan for Adult Social Care

1. Ensure Effective Leadership and Management

Enhance leadership and management

- Change Management Group and Challenge Team to agree and implement and lead on the Transformation Programme
- Ensure maximum benefit from the implementation of the new electronic Social Care system
- Evidence effective budget management

Workforce Development

- Ensure social care staff, with health staff are effectively supported and trained to respond to the modernisation programme
- Ensure a workforce plan is completed for adult social care incorporating the work identified above and ensure consistency with the Corporate (PST) Organisational Development Programme

2. Strengthen Joint Commissioning

Shaping The market

- Develop and strengthen older people's mental health, physical disabilities, learning disabilities and carers commissioning local boards to ensure effective involvement of service users, carers, and independent and voluntary sector providers
- Engage providers to provide opportunities for employment for service users

Implementing commissioning intentions

- Define and document clear commissioning intentions for each service area
- Commence Partnership Programme for accommodation and support for people with learning disabilities
- Embed outcome focussed commissioning with clarity on quality standards

3. Strengthen User and Carer Engagement

Service Users

- Develop a framework which includes links to existing networks and engagement with new Local Engagement Network (LINK) to create a joint approach to talking to all adult service users and ensure their involvement in planning, developing, evaluating and monitoring services
- Create systems to use information from service users in effective ways. Also feedback results from service user engagement to participants and joint commissioning
- Gain information in a range of ways to ensure that 'Seldom Heard' people, who don't currently use services, have a voice

Carers

- Contract for running of 'Carers' Hub' to be awarded to independent provider
- Develop Carers' consultation forum for Older People and Physical Disabilities

Enhance communication with service users and carers

- Develop DVD and other media as promotional material and information for all adult Service Users and their Carers
- Improve accessibility of information for Service Users and Carers including enhanced Council web-site content

4. Personalisation – Agree and Implement Herefordshire plans for 'Putting People First'

Extend Self-Directed Care & Personalised budgets across all client groups

- Review single assessment process to include personalisation
- Work with key providers to develop independent brokerage as part of a range of support options for Personalisation, including self-funders
- Work with independent and voluntary sector to develop support options for Personalisation
- Meet the targets to increase number of people using individual budgets

5. Increase Options to Support Independence

- Deliver integrated intermediate care service across Herefordshire with single access point
- Increase number type and usage of supported housing options
- Increase options to provide support in peoples homes
- Modernise day opportunities across all client groups
- Develop and implement Mental Health rehab and recovery service
- Develop and/or modernise integrated community services across health and social care to support independence

6. Implement Robust Quality Assurance Framework

Agree joint Quality Assurance Framework and implement health, social care and independence and voluntary sector providers

- Roll out Quality Assurance Framework in Adult Social Care and Hereford Primary Care Trust
- Roll out QAF across voluntary & independent sector

Ensure equality of access to social care and health care services for all vulnerable adults

- Ensure equality of access to health services for people with learning disabilities
- Develop and expand advocacy services for vulnerable adults
- Increase the take-up of benefits by promoting the service more widely on the web, holding Information events in Hereford city and the Market Towns and identifying people from hard to reach groups who may be entitled to benefits

Ensure effective multi-agency safeguarding processes in place

- Appropriate levels of training in Adult Safeguarding to be provided to all Herefordshire staff across all sectors who have roles and responsibilities providing service to health and social care user groups

Outcomes

Improved health and emotional well being

Improved quality of life

Making a positive contribution

Increased choice and control

Freedom from discrimination or harassment

Economic wellbeing

Maintaining personal dignity and respect

Leadership

Commissioning and use of resources