

Inspection of Services for Older People in Wirral 2007 Action Plan to Implement Inspection Recommendations

In accordance with their aim to support local improvement of services for older people, CSCI and the Healthcare Commission recommend that the council and PCT should work together in partnership to implement these recommendations (preceded by the relevant bullet pointed areas for improvement).

- the joint commissioning strategy had not been developed into a clear service development plan across agencies, and lacked PCT investment proposals

Criteria	Recommendation	Action by	Priority H/M/L	Lead	By when
National priorities and strategic objectives	Develop a clearer whole system plan for the delivery of the joint commissioning strategy intentions	Council and PCT	H	Tina Long & Maura Noone	September 07
	Ensure the incorporation of key PCT investment data and planned developments in the joint commissioning strategy	Council and PCT	H	Tina Long & Maura Noone	September 07
	Review the basis on which progress in the implementation of the NSF for Older People is being managed, to ensure proper and consistent focus across all NSF standards	Council and PCT	M	Jennifer McGovern	October 07
	Ensure commitments in the PIMS performance reporting system are always accompanied by a clear set of actions designed to deliver these	Council	H	Rachel Littlewood	September 07

- strategic approaches to workforce planning were underdeveloped

Capacity for improvement	Produce a workforce development strategy for the delivery of effective services across all sectors, in support of the joint commissioning strategy intentions	Council and PCT	M	Tom Ryan & Richard Jones (PCT)	April 08
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- smaller voluntary agencies did not experience positive participation in service development activities

Cost and efficiency	Develop effective mechanisms to support/enable service review and business planning within the voluntary sector to enable agencies to be responsive to changing service user need	Council	M	Jennifer McGovern	October 07
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- full partnership planning between health and social care was underdeveloped, with no formal joint service arrangements relating to mainstream work with older people

Cost and efficiency	Re-consider the opportunities to work jointly within a framework of more formal partnership arrangements	Council and PCT	H	Kevin Miller & Kathy Doran	May 07
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- referral processes within adult social care had issues of efficiency and effectiveness that were being addressed as part of a structured project

Quality of services for users and carers	Develop clear, timetabled plans to improve referral, care management and review functions arising from the work with CSED; ensure that these processes fully engage with health service interfaces	Council and PCT	H	John Webb & John Lancaster (PCT)	Timetable developed – commences September 07 & full implementation in March 08
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- multi-disciplinary team work was underdeveloped, including at first line manager levels
- resource decision making panels tended to be single service focused

Effectiveness of service delivery and outcomes for service users and carers	Improve multi-disciplinary team work at operational, first line management, and panel decision making levels, to ensure a whole system approach to the assessment of people's needs and subsequent service delivery	Council and PCT	H	John Webb & Tina Long	September 07
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- the community mental health team for older people lacked professional social care involvement and a direct referral process to DASS

- ditto -	Provide for more effective joint work with the community mental health team for older people	Council and Partnership Trust	H	Principal manager, OP services & Val McGhee (CWPNT)	October 07
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- the development of carers services had been interrupted and had yet to make up lost ground

- ditto -	Sustain moves to develop a wider range of services for carers	Council and PCT	H	Francesca Tomlin & Sheila Hillhouse	ongoing
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- The council's organisational framework for supporting Direct Payments had been deficient and required a sustained focus

- ditto -	Pursue actions to improve effectiveness and efficiency in the delivery arrangements for Direct Payments, and ensure regular audits of these arrangements	Council	H	Mike Fowler	ongoing
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- public information on local health and social care services was poorly developed

Quality of services for users and carers	Work with partners to improve public information on local social and health care services, and thus contribute to informed choice by service users and carers	Council and PCT	H	Maura Noone & John South	ongoing
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- it was widely acknowledged that there was a need to improve services to black and minority ethnic groups

Fair access	Sustain the activities to improve work with people from black and minority ethnic groups	Council and PCT	H	Veronica Cuthbert & DASS Principal Manager	ongoing
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- The following recommendation is not linked to an identified area for improvement

Criteria	Recommendation	Priority	Priority	Lead	By when
Fair access	Review with advocacy organisations the effectiveness of current links with them, and expectations of them	Council and PCT	M	Maura Noone & Tina Long	January 08