

CARE SERVICES QUALITY TEAM PLAN 2009/10

1. Brief Overview of the Service

The Care Services Quality Team has been set up to improve the quality of care provided in regulated care settings in Worcestershire. This will be achieved by providing support and guidance to care homes who have received a zero or 1 star rating from CSCI.

The CSQT will work closely with Adult Protection to ensure that service users are safeguarded and to collate information about care services received through contracts, reviewing officers, social workers, complaints and Adult Protection.

The CSQT will work alongside the PCT to improve the quality of care and will strive to develop working relationships with Independent and voluntary providers to achieve a collaborative approach to the provision of care for Worcestershire people.

The CSQT will work alongside Commissioners to improve the quality of provision of care for people with Dementia living in care homes. This will include providing training to the Independent and Voluntary sector in Partnership with Dementia Care Matters and the University of Worcester.

Additionally an accreditation procedure will be developed to measure the quality of person centred care provided promoting service users wellbeing and attracting a higher payment to providers.

2. Key Drivers

- Improve health & well being for the people of Worcestershire
- Dementia Strategy
- Strengthening joint partnership working with the PCT, Voluntary, Independent Sector, and CQC across the County.
- Improving access to services for Older People & People with a Physical Disability / Sensory impairment, from Black and Ethnic Minority communities & other hard to reach groups.
- Implementation of the Deprivation of Liberty Safeguards
- Achieving financial balance by year-end (March 2010).
- Develop robust safeguarding processes that include all vulnerable adults
- Support the quality improvement of service delivery in achieving desired outcomes

3. Baseline Assessment

Key achievements/outcomes to date:

Care Services Quality Team in place. 3 f/te workers and 18.5 hours admin support.
 First round of Dementia training jointly funded by WCC and Independent sector providers.
 Dementia conference and training booked for VIP sector in May.
 Dignity in Care staff conference has taken place.
 Joint working taking place with PCT/RNCC nurses at local level.
 Setting up of shared electronic filing between Contracts, CSQT and Adult Protection.
 Adult Protection protocol developed for zero rated homes.

Current pressures:

Practicalities of de-commissioning dementia care payments currently in place. Replacing scheme with an accreditation linked to improved quality of service provided and recognised

person centred care training.
Providing training in adequate quantities to meet the expected needs.

Understanding and meeting the expectations of service users and carers:

4. Objectives for 2009/10

Key Objectives

- Joint Commissioning.
- Jointly Commission a range of outcome focussed services on the basis of a joint needs assessment, joint commissioning strategies and risk-shared budgets.
- Personalisation.
- Drive forward the development of personalised social care services to increase independence, improve the quality of life and expand the choices available to service users and carers.
- Prevention.
- Increase prevention, early intervention and reablement services through more integrated working across the council with the key partners.
- Safeguarding.
- Ensure that adults who are vulnerable are safeguarded against abuse.

Other Objectives

- Achieve financial balance by year end 2010.
- Put People at the heart of everything we do, involving and engaging with users and carers.
- Ensure maximum performance in response to the National Performance Framework and CSCI outcomes.
- Ensure that Equality and Diversity issues are an integral part of commissioning and service provision.
- Build a strong and skilled workforce, supporting staff through change and pressures. Implement and embed the "Our People Strategy".

Ref	Objective	Targets		Actions		Resources	Responsible
		What	By when	What	By when		
KO1	Joint Commissioning	Continue to work in partnership with PCT in a co-ordinated way to improve quality of care in residential and nursing homes. Expand work to include zero and 1 star Domiciliary Care Agencies.	April 2010	Regular information sharing meetings with CHC leads. Developing relationships with primary health care teams at local levels including DN's and podiatrists.	May 2009 June 2010	Within existing resources	
KO2	Personalisation	Raise the quality of care being provided for all service users in residential and nursing homes rated zero and 1 star. Raise the standard of care for people with Dementia.	April 2010	Provision of advice, training and access to training resources. Support for providers, staff and managers. Consolidate recording systems and data bases. Work with commissioners and partners to provide person centred care training for VIP sector. Monitoring of quality standards to award grants to VIP sector who achieve this. Work with Worcester University and Independent sector providers.	April 2010	Within existing resources	
KO 3	Prevention	Reduce the number of falls in residential and nursing homes.	April 2010	Contribute to the development of understanding of falls prevention and use of telecare in residential and nursing homes.	April 2010	Within existing resources	

Adult and Community Services

KO 4	Safeguarding	Ensure that people living in nursing and residential homes are safeguarded from all abuse.	April 2010	<p>Progress Dignity in Care agenda. Set up Intranet site for staff Reduce numbers of homes with zero and 1 star ratings.</p> <p>Ensure Risk Assessment process is embedded across CSQT, AP and contracts to inform purchasers of concerns.</p> <p>Develop information sharing procedures across Commissioners, Purchaser Adult Protection and CQC.</p>	<p>July 2009</p> <p>July 2010</p> <p>April 2009</p>	Within existing resources	
DO	Build a strong and skilled workforce.			Ensure team members equipped with requisite skills.			

5. Resources

A. Allocation

Area	Budget (£000)		Staff (fte)	
	2008/9	2009/10	2008/9	2009/10

B. Major Changes

Major changes in the allocation of resources for 2009/10 are:

6. Risks

The following are the major risks to achieving these objectives and will be cross referred to the service's risk register:

Team is still forming and work is new. Over