

# ADULT SERVICES AND HEALTH OVERVIEW AND SCRUTINY PANEL

TUESDAY, 17TH OCTOBER, 2017

At 7.30 pm

in the

ASCOT AND BRAY - TOWN HALL,

## **SUPPLEMENTARY AGENDA**

### **PART I**

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
7.	<u>UPDATE ON DELIVERY OF BUSINESS PLAN</u>  To note the contents of the update report.	3 - 6

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The document below is a snap shot of the performance objectives that Optalis started with. We are now working on the strategic plan which will be key in setting the overall direction for the organisation and this is a process which is currently underway. Both staff and customers will be involved in its formation, based on our three key objectives of quality, value and growth. We have an opportunity to embark on an inclusive engagement process which will be fundamental in ensuring our teams and our customers come together to play a large part in its formation, and critically that there is a collective understanding of where we are going, and what we will all need to do to deliver our plan. We believe this process will be concluded at the end of the year, where we will be in a position to present our strategy and then begin the process of implementation.

No:	Directorate level outputs	Achieved 2016-2017	Target 2017-2018	Achievements
1	Deliver a more agile and rapid response to residents which is based on having different conversations with residents maximising community support, enhancing residents' abilities and independence.	January 2017	To ensure the pilot in Physical Disabilities and Older People services is implemented and commence the roll out in the Community Team for People with Learning Disabilities.	This has been fully implemented across Physical Disabilities and Older People services and the learning continues to feed into the continuous improvement for this service. The pilot in the Community Team for People with Learning Disabilities has now commenced.
2	Deliver the Transforming Care Pathway action plan.	Remodelled inpatient and support services for people with learning disabilities, autism and challenging behaviour in place, meeting RBWM's priorities.	Reduced hospital admissions and strengthened community support meeting RBWM's needs.	Collaborative work between RBWM, Optalis, CCG and a private provider has enabled the purchase of a property in Berkshire using NHS capital funding. The property will accommodate two RBWM individuals with secure tenancies, who are currently living as inpatients in a hospital. These individuals will be able to remain living close to family and friends.

No:	Directorate level outputs	Achieved 2016-2017	Target 2017-2018	Achievements
3	Work on a career structure to retain high performing social care staff who do not hold a social work qualification.	N/A	Improve the retention rate for social care staff by April 2018.	We are creating a career pathway for non-qualified staff to enable career progression which will help retrain valuable skills within the service. Discussions have commenced and we are confident that we will have this implemented by April 2018.
4	Implement making safeguarding personal across the statutory agencies.	N/A	Have a robust system in place to measure outcomes by April 2018.	<p>The Making Safeguarding Personal (MSP) implementation across all agencies is being completed through the joint Safeguarding Adults Board policy and procedure update.</p> <p>The end of investigation satisfaction score, as listed here, helps us to understand that the vulnerable person has been included and so the investigation was personal to them (higher score indicating we are achieving MSP).</p> <ol style="list-style-type: none"> <li>1. Was the concern we had about what happened to you explained to you by the care manager who saw you?</li> <li>2. Were you told that a safeguarding enquiry would be taking place?</li> <li>3. Did you feel the professionals listened to your views of what happened and acted on it?</li> </ol>

No:	Directorate level outputs	Achieved 2016-2017	Target 2017-2018	Achievements
				<p>4. Were you invited to attend any of the safeguarding meetings with the professionals?</p> <p>5. Did you feel safer as a result of the intervention and support provided?</p> <p>6. Was the investigation concluded in a reasonable timeframe?</p> <p>Its also one of the indicators on the Optalis report - <b>Safeguarding service user satisfaction</b>. Target is 80% and September performance was 78.4% (amber).</p>
5	Maintain a good performance on delayed transfers of care.	Ongoing	Continue the engagement and solution based approach to respond in an agile manner to transfer of care.	<p>The Adult Social Care delays have remained on average two or three per week against the national target. This is a good performance but we are working closely with the hospitals to reduce this even further.</p> <p>The hospital team staff participate in twice weekly multi-disciplinary team meetings with health professionals to assist and facilitate timely discharges from hospital.</p> <p>Delayed Transfer of Care remains a high priority for Adult Social Care, and through Better Care Fund monies we have employed a specialist worker to</p>

No:	Directorate level outputs	Achieved 2016-2017	Target 2017-2018	Achievements
				help improve systems.
6	Ensure contract compliance with the Royal Borough's service specification.	N/A	All targets achieved within the performance management framework.	Optalis started in a position of having 3 green KPIs out of the 11. Through continuous focused improvement we are now in a position of achieving 9 out of the 11 KPIs in green / amber and have plans in place to improve this and be on track for compliance by the end of the performance year.
7	Ensure all regulatory services achieve a good outcome through Care Quality Commission inspection.	2 Good 2 Requires Improvement	4 Good judgements	Optalis remains in the position of having two good and two requires improvement for the RBWM. We are disappointed not to have moved from this position to having four good. We are reviewing our quality assurance system and feel confident that once this has been reviewed we will move from this position.