

WILTSHIRE 2009 - AREAS FOR IMPROVEMENT: ACTION PLAN

Area	Progress	Commentary, Actions and Progress	Governance
Safeguarding			
<p>The council and partners should ensure that people know how to raise concerns if they are at risk of, or are being, harmed or abused</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p>The Council will continue its commitment to raising awareness of safeguarding issues. We will continue to provide all relevant organisations in Wiltshire with information, including copies of ‘No Secrets’ leaflets and ‘Keeping People Safe in Wiltshire’ booklets. Developments include:</p> <p>By December 2009 – We have undertaken a Carers Voice survey of Safeguarding awareness and are using results to inform the plans of the Local Safeguarding Adults Board.</p> <p>March 2010 – We held an awareness raising event for professionals across all relevant organisations – Whose risk is it anyway?</p> <p>By June 2010 – We will have produced an additional explanatory guide for the public in accessible format, to complement our existing leaflets – on the subject of “what to expect when you are involved in safeguarding”</p> <p>By June 2010 – We will continue to undertake targeted awareness raising work, and will have provided specific advice sessions for the direct payments support service, carers support agencies, Alzheimer’s support. We expect this work to support people feeling safe, and may result in an increase in alerts raised by members of the public, carers and third sector organisations.</p> <p>By September 2010, we will undertake a ‘mystery shopper’ audit of availability of No Secrets across all relevant agencies. We expect this work to increase take-up of the “No Secrets” leaflet.</p> <p>By December 2010, we will have informed every Community Area Board in Wiltshire about the safeguarding adults agenda, and given them information about how to raise concerns. We expect this work to support people feeling safe, and may result in an increase in alerts raised by members of the public.</p>	<p>Safeguarding Adults Board</p> <p>Safeguarding Adults Board</p> <p>Safeguarding Adults Board</p> <p>Policy Team</p> <p>SAB Quality Assurance Sub Group</p> <p>Policy Team</p>

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<p>The council and partners should ensure that staff and managers in all relevant organisations know how to recognise and manage safeguarding concerns appropriately</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>The Safeguarding Adults Board is committed to consistent management and practice of safeguarding and will be monitoring this through its quality assurance role. Developments include:</p> <p>By May 2010 – To take account of national policy changes, we will work with Swindon BC to complete a policy review of the Safeguarding Vulnerable Adults in Swindon & Wiltshire Policy and Procedures. This policy will clarify and remind each organisation of their responsibilities and the interfaces with other organisational processes (care management, Care Programme Approach, Clinical Incidents). Evidence will be through quality assurance/file audit, described below.</p> <p>By May 2010 – We will have a multi-agency learning and development plan for safeguarding, to support the revised procedures.</p> <p>Throughout 2010 – We will continue to raise awareness and reinforce consistent management of safeguarding through multi-agency training, investigating manager and investigating officer workshops, management meetings, supervision and contract monitoring arrangements. Evidence will be through quality assurance/file audit, described below.</p>	<p>SAB Policy and Procedures Sub Group</p> <p>SAB Learning and Development Sub Group</p> <p>Safeguarding adults Board</p>
<p>The council and partners should ensure that outcomes for people are improved through effective quality assurance and performance management of safeguarding practice and recording</p>	<p>✓</p>	<p>The Safeguarding Adults Board is committed to developing quality assurance and performance management arrangements, and last year established a Quality Assurance Sub Group to develop these arrangements. The SAB will continue to review practice through learning events, reviews and case studies. The council will continue to monitor all safeguarding alerts, checking that timescales are being met, and chasing up any gaps in recording.</p> <p>December 2009 – the council provided staff with additional training courses to improve CareFirst recording for safeguarding work.</p> <p>From January 2010 – Adult care teams have implemented regular case file audit as</p>	<p>CareFirst Team</p> <p>Operational Heads of</p>

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	✓	part of the supervision process. From June 2010, all managers throughout the department up to and, including the Director of Adult Social Services, will undertake checks of case files (chosen at random and using agreed case audit guidelines). This will be evidenced through case audit in supervision paper and operational monitoring reports.	Service to Service Director
	✓	March 2010 – The council has agreed a minimum data set for safeguarding recording in Adult Care. This will improve the consistency of recording, and will ensure that management information is of a consistent quality.	Performance Team
	✓	From April 2010 – The Safeguarding Vulnerable Adults Team will commence a regular quality audit programme of undertaking spot /sample audits of records, to ensure compliance with record keeping guidance and will feed back to Heads of Service to address any training or performance issues.	Safeguarding Vulnerable Adults Team
	✓	From June 2010 – We will implement regular electronic reporting of safeguarding activity for managers to access on CareFirst.	Performance Team
The council and partners should ensure that all staff receive the appropriate training and are competent to undertake safeguarding work		<p>The Safeguarding Adults Board is committed to ensuring all staff are trained to an appropriate level, and has established a Learning and Development Sub Group to ensure this work is coordinated. The council will continue to raise awareness for all staff, supported by the corporate learning and development plan. Developments include:</p> <p>In February 2010 – We have provided 2 training courses for Safeguarding investigating managers attended by 36 managers from Adult Care and Mental Health. A further course has been organised for March 2010.</p> <p>March 2010 – We have established 2 regular workshops (1 in North and 1 in South of county) for Safeguarding investigating officers (to complement the existing investigating managers workshops). These will promote sharing of good practice and professional development.</p> <p>By April 2010 – We will have reviewed our training needs analysis of all safeguarding</p>	
	✓		Safeguarding Vulnerable Adults Team
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	✓		SAB Learning &

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	✓	investigating officers, and will offer refresher training where needed. By end April 2010 – We will have in place an agreed Learning & Development Strategy for all organisations involved in safeguarding in Wiltshire, which identifies a) all safeguarding learning & development available and b) competencies for each role against which organisations will ensure compliance.	Development Sub Group SAB Learning & Development Sub Group
	✓	By June 2010 – Have in place agreed competencies for members of the Safeguarding Adults Board and a plan to address any gaps.	SAB Learning & Development Sub Group
The council and partners should ensure that people whose circumstances make them vulnerable benefit from independent advocacy support	✓	The council is committed to providing a range of advocacy services to support people who access social care and will ensure that advocacy is promoted for people who are safeguarded. April 2010 – We will arrange an advocacy presentation at Investigating Managers Workshops to promote use of advocacy and Independent Mental Capacity Act advocates in safeguarding. This will remind managers of their responsibilities in promoting advocacy.	Safeguarding Vulnerable Adults Team
	✓	May 2010 – Regular monitoring of advocacy use will be built into minimum data set for recording, to allow regular reporting and analysis during supervision and case file audit.	Safeguarding Vulnerable Adults Team
	✓	June 2010 – We will complete an assessment of hours of advocacy used in safeguarding to inform commissioning of advocacy services.	Programme Lead - Mental Capacity Act

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Choice and Control			
The council should improve the quality, availability and accessibility of information so that people are well informed about support options	✓	By June 2010 – We will produce an information pack for carers of older people with mental health needs	MH Commissioning Board
	✓	By June 2010 – We will produce web pages on dementia on the council website to provide an additional route for people to be informed.	MH Commissioning Board
	✓	By June 2010 - We will distribute 500 copies of carer information packs and 500 copies of a DVD	Dementia Strategy Information sub group.
	✓	By September 2010 – We will work with our Council Customer Access Team to ensure that there are relevant information leaflets in all council offices.	Policy Team
	✓	By September 2010 – We will work with Council Communications Team to establish a ‘Reader Panel’ which will provide service users and carers with an opportunity to be involved in the development of written and web-based information. This will include older people with mental health needs.	Transformation Team
	✓	Timescale to be agreed with NHS Wiltshire – We will appoint a dementia advisor and audit the effectiveness of this role in providing information and advice.	Dementia Strategy Information sub group
The council should ensure that assessment and support plans focus on outcomes		The council will continue its commitment to improving outcomes for people who need support. We have local performance indicators ‘We listened and understood your needs’, ‘We offered you choices’ and ‘Control over daily life’. We will develop outcome focussed working further in the following ways:	

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<p>The council should increase the number of people using direct payments and other forms of self-directed support</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p>The council is committed to increasing the number of people who receive a direct payment or other form of personal budget, and ensuring that people feel that they have choice and control over the services they receive. We evidence this through our local performance indicators (‘We offered you choices’ and ‘Control over daily life’). Improvement work includes:</p> <p>By May 2010 – We will have completed a review of the direct payments process, to make it more streamlined and efficient to administer for adult care and AWP teams.</p> <p>By June 2010 – We will use our performance management systems – case file audit and supervision – to ensure that direct payments are offered as default, and that reasons for not offering a direct payment or other form of self-directed support are followed up.</p>	<p>Transformation Steering Group</p> <p>Operational Heads of Service</p>

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	✓	By October 2010 – We will pilot and implement a resource allocation system (RAS) and have a process in place to inform all service users of an indicative sum for their care package, which can be delivered as a direct payment, or other form of self-directed support, or as a commissioned service.	Transformation Steering Group
	✓	By December 2010 - For carers of older people with mental health needs, we will extend the range of options available from the 'credit card' system for flexible day and respite services.	Mental Health Commissioning Board
<p>The council should address gaps in service availability and flexibility and</p> <p>The council should give people more choice and control in short break services and support</p>		<p>Through our adult care commissioning, and joint commissioning with the NHS, we are committed to ensuring a range of appropriate services across the county. We will build on existing pilot projects and develop new services. This will include:</p> <p>By March 2010 – Department of Health approval for Private Finance Initiative (PFI) bid - Joint plan to provide a range of accommodation for people with dementia, including: 2 specialist dementia care homes; an 80-bed nursing home; 2 community resource centres; 3 mobile services across Wiltshire.</p> <p>By April 2010 – The Wiltshire reablement service will have the necessary capability to work with older people with mental health needs.</p> <p>By June 2010 – The Council will act as guarantors to increase the availability of respite beds. We will provide 2 new dedicated beds by June 2010, and evaluate demand/satisfaction before extending the service.</p> <p>By July 2010 – We will deliver an additional 2 new memory support groups to provide support to older people with mental health needs</p> <p>By December 2010 – We will increase the number of memory cafes across Wiltshire from 4 to 5 to provide additional information and support for older people with mental health needs and their carers.</p> <p>By December 2010 – We will establish a 'buddying' system to support older people</p>	<p>Mental Health Commissioning Board</p> <p>Transformation Steering Group</p> <p>Mental Health Commissioning Board</p> <p>MH Commissioning Board</p> <p>MH Commissioning Board</p> <p>MH Commissioning</p>

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<p>The council should support family carers both in and beyond their caring role</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p>The council will continue to work with carers support agencies to improve support and services for carers, to raise awareness of carers’ issues, to signpost carers to appropriate services, to provide training to support carers to re-enter employment and support carers currently in employment. We will continue to promote direct payments for carers in employment, or who wish to return to employment. We will continue to fund opportunities such as ‘Time Out’ (which this year has provided over 400 carers breaks without the need for an assessment), support the Alzheimer’s organisations to provide a sitting service (which has provided over 3,000 hours of support this year) and fund carers support agencies to offer a range of support groups, including a group for carers of people with short-term memory loss and a group for mental health support. Developments include:</p> <p>From December 2009 - We have provided support for carers through the Libraries Service, including: extended loans service; home library service; wellbeing days; 200+ new books focusing on health and carers.</p> <p>By February 2010 – We have advertised the West Wilts Working Carers Group to all Wiltshire Council staff to ensure that employees who are also carers are aware of</p>	<p>Carers Strategy Group</p> <p>Transformation Team</p>

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		support available to them.	
	✓	By April 2010 – We will continue to provide an additional sum of £20,000 per year to the carer support agencies in Wiltshire to provide training to carers, and additional help is provided with replacement care and transport. Since April 2009, this training has included: manual handling, computer skills, stress management and first aid.	Carers Strategy Group
	✓	From April 2010 – We will monitor carers' assessment numbers by AWP, through the updated contract monitoring arrangements we have with them. We will continue to monitor carers' assessments undertaken by Adult Care Teams through the case file auditing process and as part of regular performance monitoring.	Mental Health Commissioning Team & Adult Care Heads of Service
	✓	By May 2010 – We will have analysed Wiltshire results of the national survey of carers and identified how we will address issues for carers of older people with mental health needs.	Performance Team
	✓	By June 2010 – We will have worked with the 4 carers support agencies to sign up to the terms and conditions of a single partnership agreement, which will ensure equity and stability of provision of support services over the next five years.	Carers Strategy Group
	✓	By July 2010 – We will deliver 16 carer awareness training sessions to health staff including neighbourhood teams and GP surgery staff. Evidence – attendance & evaluation.	Carers Strategy Group
	✓	By June 2010 – JobCentre Plus will be a signatory organisation to the Wiltshire Carers Strategy 2009-2012.	Transformation Team
	✓	By July 2010 – We will produce an information leaflet for carers about the support available to them to re-enter or maintain employment.	Transformation Team
	✓	By April 2011 – We will ensure that carers across the county have improved and more consistent information by commissioning a Carers Break Information and Support Service.	Carers Strategy Group

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	✓	At a date to be determined with NHS Wiltshire, We will develop the Dementia Advisor's role to support carers at the point of diagnosis (linked to NHS Wiltshire implementation of the new memory service)	Dementia Strategy Steering Group




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Leadership			
The council should ensure that older people with mental health needs are more involved in strategic planning, development and evaluation	✓	<p>The council remains committed to involving service users and carers in all areas of activity.</p> <p>In June 2010 – we will re-confirm the structure, membership and delivery of the user involvement groups for the Mental Health Partnership and the Delivery Steering Group for the Dementia Strategy to ensure a range of representation.</p>	Mental Health Partnership Board
	✓	<p>We will continue to involve older people with mental health needs in the implementation of the Accommodation Strategy for Older People and other projects, including the Care Pathways work.</p>	Transformation Steering Group
The council should ensure that staff have the necessary knowledge and skills to support older people with mental health needs	✓	<p>The council will continue to develop knowledge and skills to support older people with mental health needs through its workforce strategy and through the FOCUS Next Steps project.</p> <p>By April 2010 – Our review of the reablement service will have improved its capability to work with older people with mental health needs.</p>	Transformation Steering Group
	✓	<p>By end April 2010 – We will continue a focus on dementia awareness and training and agree a multi-agency Dementia Strategy workforce protocol to set out the actions each agency will take.</p>	OPMH Strategy Workforce Development Group
	✓	<p>By September 2010 – We will agree competencies for Adult Care staff and will have ensured that people have the skills and confidence to provide assessment and services to older people with mental health needs.</p>	Transformation Steering Group
The council should ensure that people who used services and carers are engaged in shaping adult safeguarding policy, procedures and practice	✓	<p>The Safeguarding Adults Board is continuing to strengthen user and carer involvement in its work and has user representation at Board and Sub Group meetings. In March 2010, the Board is appointing an Independent Chair.</p> <p>In March 2010 – We held an awareness raising event for professionals across all relevant organisations and this included user-led and carer organisations.</p>	Safeguarding Adults Board

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	  	<p>By June 2010 – We will involve service users and carers in the production of an explanatory guide for the public in accessible format (“What to expect when you are involved in safeguarding”).</p> <p>By June 2010 – We will develop feedback processes to enable customers and carers involved in safeguarding alerts to share their experience. Analysis will inform both policy and practice.</p> <p>By June 2010 – We will appoint a carer representative to the SAB.</p>	<p>Policy Team</p> <p>Safeguarding Vulnerable Adults Team</p> <p>Safeguarding Adults Board</p>

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Commissioning and Use of Resources			
<p>The council should with partners, develop a quality assurance and performance management framework for all safeguarding activity to ensure improved outcomes for people</p>	<p>✓</p> <p>✓</p>	<p>The Safeguarding Adults Board is committed to developing quality assurance and performance management arrangements, and last year established a Quality Assurance Sub Group to develop these arrangements. We will continue to publish a monthly management information report to inform the work of the SAB. The SAB will continue to review practice through learning events, reviews and case studies.</p> <p>June 2010 – The SAB will agree a multi-agency work plan for the Quality Assurance Sub Group, which will focus the work of the sub group. This will span the range of safeguarding adults work undertaken in Wiltshire and involve regular analysis of available management information, checks that every agency has its own auditing, and quality assurance systems in place and the development of feedback systems from service users and carers.</p> <p>By June 2010, we will improve the format of Management Information Reports, based on feedback from managers, to aid decision-making for operational and strategic managers across the safeguarding partnership. Evidence – Monthly Reports,</p>	<p>Safeguarding Adults Board</p> <p>Policy Team</p>
<p>The council should update the joint mental health commissioning plan and ensure that its implementation delivers improved outcomes for older people with mental health needs</p>	<p>✓</p>	<p>The council has well-established joint commissioning arrangements and a programme for updating its commissioning documents.</p> <p>March 2010 – We have completed a refresh of the Adult Care elements of the commissioning plan. Evidence – updated document.</p>	<p>MH Commissioning Team</p>
<p>The council should ensure that independent and voluntary sector provider organisations are involved in shaping the market for self-directed support</p>		<p>The council is committed to working with service providers and will continue to use regular provider forums to share information about self-directed support and the transformation of adult social care. We will continue to user contract monitoring meetings and service specification discussions to include information about personalisation and self-directed support. Additional developments include:</p>	

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	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p>We will continue to involve service provider representatives (along with customers and carers) in development projects such as the Care Pathways Project (developing preventative services) and the Helped to Live at Home project (developing outcomes-led commissioning).</p> <p>In January 2010 – we established and support a Workforce Strategy provider sub group, chaired by a service provider, to consider new models of working to meet the needs of personalisation.</p>	<p>Transformation Steering Group</p> <p>Workforce Strategy Steering Group</p>

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