

Action Plan for implementing the recommendations of the 'Scrutiny Review of Older People Services: User and Carer Involvement in Services', March 2004

Recommendation	Recommendation Reference Number	Proposed Action	Lead Officer	Timescale
1 USER AND CARER INVOLVEMENT				
<p>1.1 The introduction of the User and Carer Involvement policy by December 2004.</p>	6.1a	<p>A draft User and Carer Involvement Policy for older people will be produced and implemented, following extensive consultation with the older people and professionals, by the subgroup of the multi-agency East Sussex Older People's Strategy Group.</p>	<p>Fiona White Head of Quality and Change Management</p>	<p>Agreed Policy by December 2004</p>
<p>1.2 Continue developing appropriate means whereby carers and users are involved in planning of services, exploring a range of options around representation.</p>	6.2.1d	<p>Develop a strategy to take forward the User and Carer Involvement Policy enabling the involvement of older people in the design and delivery of services using a citizenship approach. (SSBP 5.9.1e)</p>	<p>Fiona White Head of Quality and Change Management</p>	<p>Strategy in place by March 2005.</p>
<p>1.3 Increase the methods of gathering information from users and carers beyond questionnaires and forums. Consider approaches suggested in the Better Government for Older People (BGOP) report.</p>	6.2.1b	<p>A range of methods of engagement will be considered and agreed as part of the production and implementation of the Policy outlines. As a first step a day conference identifying national models of good practice will be held by September 2004.</p>	<p>Fiona White Head of Quality and Change Management</p>	<p>Policy in place by December 2004.</p>

<p>1.4 A report to the Social Services and Health Scrutiny Committee in September 2004 on the way in which the outcomes from the 'Listening to People and Responding' report are changing services to older people.</p>	6.1d	<p>To continue to develop quarterly monitoring of customer feedback and link with feed back from the Complaints and Compliments process in order to identify ways to improve services (SSBP 3.9.1c & 3.9.1d).</p>	<p>Judi Dettmar Quality Officer</p>	<p>Ongoing. Report on progress September 2004.</p>
2 COMMUNICATIONS				
<p>2.1 Address the issues raised about communications with the public by using a variety of ways in which information about services and support can be made more widely available. Such ideas might include use of photographs, website, targeting of families, promoting a better image.</p>	6.2.1a	<p>Review of information provided to the public, with particular reference to the type of material given to users and carers prior to admission and discharge from hospital. (SSBP 3.9.5a) Revise annual Communication Strategy in the light of the Review.</p>	<p>Claudia Still Senior Communications Officer</p>	<p>Review completed by March 2005</p>
<p>2.2 Carry out a survey with the people of East Sussex on the part that the 'image and perception' of Social Services plays in the apparent failure to take up services, and act upon its findings.</p>	6.2.1c	<p>Carry out a survey on the image and perception that older people in a healthcare setting have of Social Services and recommend action. (SSBP 3.9.5b) Ensure the survey results and actions are published in the local media. In line with the County Council Communications steer.</p>	<p>Fiona White Head of Quality and Change Management Heather Partridge Communications Strategy Manager</p>	<p>Survey completed and recommendations agreed by December 2004</p>

3 DEVELOPMENT OF QUALITY & CHANGE MANAGEMENT UNIT				
3.1 The developments already started within the Quality and Change Management Unit, as outlined by the Head of Quality and Change Management in her report to the Board, continued and refined in light of the recommendations in this report.	6.1e	The Divisional Business Plan will outline the work of the new unit which will incorporate, during 2004, the Communications Unit and Complaints Unit in order to develop a greater focus on customer care.	Lesley Healey Assistant Director, Performance & Quality	Plan in place by May 2004
4 HOSPITAL DISCHARGE				
4.1 The referring of the matter of reviewing hospital discharge arrangements across the East Sussex Hospitals NHS Trust to the Health Overview and Scrutiny Committee for its consideration.	6.1b	Scrutiny Review Report to be put on the agenda of the next Health Overview and Scrutiny Committee on 15/06/2004.	Roger Howarth Scrutiny & Best Value Co- ordinator	June 2004
4.2 The adoption and implementation of the draft Discharge Policy as a matter of urgency with a report back by September 2004 on progress.	6.1c	Consult with key partners and gain agreement for implementation by July 2004	Keith Hinkley Assistant Director, Adults	July 2004
4.3 Developing discharge and exit plans so that older people leaving treatment are not isolated but can emerge back into the community with confidence and a sense of identity and purpose.	6.2.2a	Implement agreed care management arrangements within the hospital teams, ensuring that each patient who is the responsibility of social services has a Care Plan.	Keith Hinkley Assistant Director, Adults	April 2004

<p>4.4 Making more robust the referral systems in the hospital setting so that issues around the stigma of social services, losing of patients through ward changes and addressing ICT problems are tackled.</p>	<p>6.2.2b</p>	<p>Review, with Health Trust, the referral systems to ensure that patients are not “lost”. Continue to work to resolve technical challenges. Incorporate the action recommended from the survey work outlined in 2.2 above into referral systems.</p>	<p>Keith Hinkley Assistant Director, Adults</p>	<p>Initial review completed by July 2004, ongoing adjustment as other actions are completed</p>
<p>5 FOLLOW UP OF SCRUTINY REVIEW RECOMENDATIONS</p>				
		<p>An interim report outlining progress on actions and recommendations of the Scrutiny Review will be presented to the Scrutiny Committee for Social Services and Health, with a further report in March 2005.</p>	<p>Lesley Healey Assistant Director, Performance & Quality</p>	<p>September 2004</p>