

**INDEPENDENT PSW REVIEW RECOMMENDATIONS**

**ASC OPERATIONS ACTION PLAN**

	<b>Recommendation</b>	<b>Actions already taken or underway (prior to this review)</b>	<b>By whom</b>	<b>Further actions required</b>	<b>By whom</b>	<b>When</b>	<b>Status</b>
1	Reviewing the use of strengths-based language and Plain English within assessments and care and support plans.	MTD – video and workshop “Language matters” – already in place and available	Moira Wood & Practice Development Team/Alex MacNeil	Improved scrutiny by authorisers	ISCM’s & DSCM’s	Discussed/agreed in ISCM meeting 10/11/2021	Complete
		Casefile audits – already in place	DSCM’s	Ensure all teams using latest audit tool	Moira Wood	Emailed 16/11/21	
		MTD – workshop for Leads; already in place and available	Practice Development Team/Alex MacNeil				Complete
		Developing a range of Exemplar Templates – acceptable writing standards (13 examples of completed documents provided from teams), PD Team will further develop exemplars and guidance on Acceptable Writing Standards	Moira Wood & Practice Development Team	Video & workshop planned  Practice guidance to be updated  Hospital paperwork particularly	Moira Wood & Practice Development Team/Alex MacNeil	March 2022  Feb 2022  Feb 2022	In progress
Review of MTD documentation	Moira Wood, ASC Legal & ISCM’s (Sarah Marley; Jane	Associated LAS process changes	Moira Wood; Beth Spragg; Austin (LAS),	Jan 2022	In progress		

			Hughes; Jo Walker)	Meeting to be arranged	Keith		
		Practice Development Social Workers joining huddles to promote practice and application of the MTD model – already in place	Practice Development Team				Complete
2	Developing stronger working links with other professionals across partner organisations including community health, mental health and children’s services possibly through shared huddles.	Multiple “touchpoints” at a Strategic level include: AMHP and SW Steering group Multi Agency Panel EIO Project Board GHC/GCC Senior Leadership meeting Mental Health and Wellbeing Board Disabilities Housing Group Ageing well Programme Board SAB  Channel Panel  MAPPA MAPPA Strategic Board  DHRs	Moira Wood/Keith Vardy/Nikki Smith ISCM’s Keith Vardy/Moira Wood Keith Vardy/Steven Holmes Dawn Porter  Keith Vardy Dawn Porter  Dawn Porter, Moira Wood, Sarah Jasper Moira Wood, Moira Wood  ISCM’s, Nikki Smith Moira Wood  Moira Wood/Nikki Smith				Green

	<p>Personalised care strategy board</p> <p>At locality team/practitioner level: Integrated Locality Partnership Board Meetings</p> <p>Transitions Oversight Group Monthly Operations Transitions Group 16 plus Pathway Panel Multi Disciplinary Team Meeting (ICS Virtual Board/EOL (Churchdown surgery) pilot)</p> <p>Workers in the team arrange MDT's for specific cases to discuss concerns and shared responsibility for risks</p> <p>Some teams share buildings with Community health teams (ICT) plus Children's and Education services. .</p> <p>Joint working on cases</p>	<p>Moira Wood</p> <p>All ISCM's</p> <p>Jo Walker</p> <p>Mike Doughty</p> <p>Mike Doughty Locality team representative linked to identified "patient" included in the pilot</p> <p>All ISCM's</p> <p>Stroud, Cotswolds, Forest, Tewkesbury</p> <p>All ISCM's</p>				
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		<p>with other professionals is encouraged across the team.</p> <p>We invite other professional leads to our leadership or team meetings when needed to improve understanding of roles and relationships.</p>	All ISCM's				
3	<p>Assessment and support plan paperwork tools are reviewed to add prompts and/ or sub-headings to ensure staff DO include health and psychological needs, consideration of mental capacity and best interest decision making, that there is less repetition within the document and inclusion of the Personal Budget.</p>	<p>Review of MTD documentation already underway to ensure compliance with Care Act and related Statutory Guidance</p> <p>Currently it is only possible to provide the initial personal budget (the estimated amount sufficient to meet the eligible unmet needs). Teams have been reminded this section must be included in the printed version sent to the individual (currently remains a printable "option").</p> <p>Inclusion of the finalised</p>	<p>Moira Wood, &amp; ISCM's &amp; ASC Legal (Sarah Marley; Jane Hughes; Jo Walker; Chris Clark)</p>	<p>Associated LAS process changes Meeting to be arranged</p> <p>LAS Portal to be investigated</p>	<p>Moira Wood; Beth Spragg; Austin Cook (LAS)</p> <p>Kit Whitehead/ Keith</p>	<p>March 2022</p>	<p>In progress</p>

		<p>Personal Budget in its broken down state, is identified as a particular difficulty by several of the South West LA's due to the inability to a) co-ordinate the brokering of the required Care and Support, with b) the outcome of the person's financial assessment, prior to the initial review of the Care and Support plan by the allocated worker. To wait to carry out the initial review until a) &amp; b) have both completed will mean work remains "open" and "allocated" and may impact performance data negatively. ASC Legal advice is to keep the Care and Support Plan "open" until this information can be included.</p>		<p>ACTION: SEND PROVISIONAL PLAN 1<sup>ST</sup> WITH PROVISIONAL PERSONAL BUDGET FIGURE STATED BUT NOT CHARGE. FOLLOWING 6 WEEKS REVIEW, SEND FULL VERSION INC CHARGE.</p>	<p>ISCM's</p>		
4	<p>Good practice is shared widely about using tools to support people to be able to communicate effectively.</p>	<p>Teams are encouraged to share good practice examples through the ASC Newsletter</p> <p>One of the teams have a hearing amplifier used to</p>	<p>Practice Development Team</p>	<p>LD to be requested to share tools in use as identified in the Reviewer's report</p> <p>Proposal to include as a Standing Agenda</p>	<p>Jo Walker</p> <p>ISCM's who chair Lead</p>	<p>Discussed and agreed at ISCM meeting 10/11/2021</p> <p>Discussed and agreed at ISCM</p>	<p>Complete</p>

		<p>support hearing and communication in assessments.</p> <p>Also have purchased a basic money kit to support communication re: assessing mental capacity in relation to finances</p>		<p>item on the DSCM and Leads meetings</p> <p>PD Team budget can support purchasing of further money kits to support good practice (Kelly-Ann purchased from Amazon, low cost)</p>	<p>meetings</p> <p>Moira Wood</p>	<p>meeting 10/11/2021</p>	
5	<p>Aligning the work of the assessments of cared for people and carers so that the findings of carers' assessments can be reflected in the care and support plans (for the cared for) in line with the Care Act.</p>	<p>ISCM Carers Lead has confirmed GCH and GYC do make their statutory Carers Assessments available to ASC and these are uploaded to relevant LAS record</p> <p>Care Act Refresh workshops attended by all ASC Social Work teams have highlighted our responsibilities to Carers and option to conduct Carers' Assessments ourselves and the importance of reflecting Carers input, and impact of the cared for's needs on the carer in the Care and Support Plan</p>	Kit Whitehead	<p>Improved scrutiny by authorisers</p> <p>Use of LAS Portal</p> <p>'Quick guide' to when to consider joint OPS/ C HUB carers ASSESSMENT,</p>	<p>ISCM's/ DSCM's</p> <p>Nikki Smith Kit Whitehead Carers Champions</p> <p>Kit Whitehead</p> <p>Kit Whitehead; Nikki Smith; ISCM's (Complete Nov 2021)</p>	Jan 2022	In progress

6	<p>GCC develop a process of Combined Assessments between carers and their cared for person in line with the Care Act Statutory Guidance.</p> <p>– the relevant section of Stat guidance is  <i>“6.3 a combined assessment, where an adult’s assessment is combined with a carer’s assessment and/or an assessment relating to a child so that interrelated needs are properly captured and the process is as efficient as possible”</i> and also  <i>“10.40 Where the carer also has eligible needs, the local authority should consider combining the plans of the adult requiring care and the carer, if all parties agree, and establish if the carer requires an independent advocate.”</i></p>	<p>As per point 5 above, but further consideration on this point needed</p> <p>Need equivalent to above, quick guide for ‘COMBINED’ P and carer assessments/ plan.</p>		<p>(Hannah had suggested developing a template that incorporates both assessments, this will be further considered in the review of MTD paperwork)</p>	<p>Moira to ask Hannah for copy of joint document used in South Glos.</p>	<p>30/11/2021  Received mid Dec 21.</p>	<p>In progress</p>
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7	<p>Joint review to take place between GCC and the Carers Hub to ensure that processes are in place and being used to ensure that the consent of the cared for person is sought when providing services to them to enable their carer to have a break.</p> <p>Where the person's ability to make that decision is doubted that Mental Capacity Assessments are undertaken and the decision about providing these services is made in their best interests and documented accordingly.</p>			<p>Requires a discussion between ISCM Lead for carers and Commissioning lead for Carers with GCH to identify/agree clear process.</p> <p>I would suggest information is also reflected (written as a statement) in the cared for person's Care and Support Plan – and whether the person has given capacitated consent or is otherwise noted as a MCA ax and BI decision in relation to the “replacement carer” support.</p> <p>Incorporating prompt questions into the assessment re: decisions to provide replacement carer support</p>	<p>Kit Whitehead/Gloucestershire Carers Hub</p> <p>Moira Wood</p>	<p>Jan 2022</p>	<p>In progress</p>
8	<p>That arrangements are made so that standard 5.8 of the Employers Standards for Social</p>	<p>This is already stated in the Supervision policy and is a responsibility of ISCM's to make necessary</p>		<p>– this could further be achieved through sourcing an external facilitator to provide</p>			<p>Complete</p>



	<p>Workers can be met. Namely - "provide additional professional supervision by a registered social worker for practitioners whose line manager is not a social worker."</p>	<p>arrangements. The opportunity for professional supervision is seen as being in addition to managerial/functional supervision and therefore occurs at a less frequent basis</p> <p>Within teams Social Workers receive supervision from a Registered Social Worker in a Snr role on a monthly basis.</p> <p>Where ISCM's are line managed by a non-social work professional they take personal responsibility for accessing professional reflective supervision; facility to do this is by: peer supervision and the ISCM weekly meeting. ISCM's reference accessing this type of supervision from another of their peers or from another in a more Senior role.</p>		<p>group or individual professional supervision.</p>	<p>ISCM's/Keith Vardy</p>	<p>Discussed and agreed at ISCM's meeting 10/11/2021</p>	
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9	<p>That GCC considers increasing the representation of Occupational Therapy within the Adult Social Care Service.</p>	<p>discussion at a Strategic level will continue and consider the merits of our current model and whether there is need for an alternative or where the current model can be improved.</p> <p>WE HAVE FUNDING FOR 6X OT'S; WE CAN INVITE GHC OT REPS TO RELEVANT MEETINGS,</p> <p>ISCM + KV will raise interaction between MTD and GHC OT's as well as clarify the roles in meeting/conversation booked 26.11.2021</p>	Keith Vardy; ISCM's		Mark Branton	March 2022	
10	<p>A feedback process is developed to understand the views of people in need of care and support and their carers about the service they have received from Adult Social Care.</p> <p>That equality data is collected with this</p>	<p>Annual Adult Social Care Survey - Each year the Department of Health and Social Care require all local authorities to carry out an Adult Social Care Survey and send a postal questionnaire to a sample of service users. The survey results are used to compile some of our</p>		<p>Re-instate use of our Make the Difference Customer Feedback process</p> <p>Discuss in MTD review workshop planned 10/01/2022</p>	ISCM's	March 2022	In progress

	<p>feedback to ensure that take up, satisfaction and outcomes are analysed to ensure any inequalities can be identified and acted upon.</p>	<p>performance indicators and produce analytical reports to help us understand the needs and views of the service users.</p> <p>Annual GCC Feedback Report (Compliments and Complaints)</p>					
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Keith Vardy, Head of ASC Operations

Nikki Smith, Assistant Head of ASC Operations

Moira Wood, Adults' Principal Social Worker

Updated: 06/12/2021