

Adult Social Care Committee

Date: **Monday 6 March 2017**
Time: **10:00am**
Venue: **Edwards Room, County Hall, Norwich**

SUPPLEMENTARY A g e n d a

- 14 SCIE (Social Care Institute for Excellence) review of Norfolk's implementation of the Care Act - Action plan March 2017 update.** (Page **A2**)

(Addendum to Item 14, Update on progress with recommendation of the SCIE review)

Report by the Executive Director of Adult Social Services

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SCIE review of Norfolk's implementation of the Care Act - Action plan March 2017 update

	SCIE recommendations	Actions	Target date
1	Wellbeing – use Care Act terminology in procedures and forms		Completed
2	Change references to “strength based assessment” to “strengths based approach”		Completed
3	Change references to “eligible for services” to “has eligible needs” in documentation and training		Completed
4	Clarify the difference between needs and outcomes in practice		Completed
5	Exclude support from carers in eligibility determination. Include support from carers in the support plan		Completed
6	Review documentation to ensure alignment with Care Act terminology		Completed
7	Ensure staff are aware that Council has a duty to meet all eligible needs, even if it doesn't provide services itself		Completed
8	Review mechanisms for engaging with stakeholders	Set up workshops to draft an engagement agreement	April 2017
9	Review supervision and performance management framework	Quality assurance audit of supervision arrangements and recommendations reported to ASSD SMT	Completed
		Action plan to implement recommendations of audit	1 April 2017
10	Introduce reflective learning approach including participation of people with care and support needs	- Develop a register of ‘users by experience’ and template role description for involvement requests	1 July 2017
		- Involve users by experience in development of new social care system Citizen Portal	Tbc - 2018
		- Identify how users by experience can support team development and learning activities.	1 Sept 2017
11	Review best practice factsheets	Being sent out for further feedback	
12	Add wellbeing factors to adult enquiry form		Completed

13	Add wellbeing factors to preventative assessment form		Completed
14	Recommended changes to assessment form		Completed
15	Recommended changes to care and support plan form	Changes made to CareFirst form	Completed
		New social care computer system able to hold support plans in format chosen by the person	November 2017
16	Sharing information – consistency in practice		
	Link development workers with ICCs	Development workers have been embedded in Locality teams. Further engagement with ICCs required	Completed Sept 2017
	Share information on evaluation of pilots	Senior management of Integrated Care Team share evaluation pilots across the county	Completed
	Create practice sharing opportunities across roles	Organisation Wide Learning process set up. Principal Social Worker and Principal OT Steering groups set up.	Completed
	Provide a forum for managers across localities and joint events with health professionals	Quarterly Managers Forum – ongoing and will look to embed service user input Joint OT Steering group – underway Contribute to joint induction of Health and Social Care professionals in their first year of practice	Completed
	Create tasks groups lead by frontline staff who work in the development of information packs for adults and carers and work alongside service users and carers on this task	Draft new information leaflets	Completed
		Circulate draft leaflets to co-production group	Completed
		Finalise and publish leaflets	May 2017
	Make information easily accessible to staff on the Intranet with procedures forms and factsheets in one place	Review how procedures, forms and best practice guidance is presented to staff on the Intranet	April 2017
		Publish new intranet pages	June 2017
	Increase co-ordination between assessors and occupational therapists	AP/OT pilot rollout	
17	Amend standard letters to avoid referring to cases being “closed”	Draft suite of standard letters	April 2017
		Circulate draft letters to co-production group for review and comment	April 2017
		Publish new standard letters	June 2017

18	Social care practice	Draft new leaflets for people with care and support needs and carers.	Completed
		Drafts circulated to co-production group for comment, to be finalised at next workshop.	April 2017
		Staff trained in Signs of Wellbeing and strengths based approaches to emphasise a reflective approach to assessment.	Completed
		Award a grant to deliver co-produced strength's based training to care workers in the PVI sector	Grant awarded
19	Workload and line management	Research data relating to workloads and caseloads	Completed
		Practitioner workload survey	Completed
		Draft workload/resourcing strategy	March 2017
		Consult staff and finalise strategy	TBA
		Implement workload strategy	TBA
20	Personal Budgets and a review of the Resource Allocation System (RAS)	A new Personal Budget Questionnaire has been co-produced and the Resource Allocation System has been amended as a result. The new process will be introduced with the new social care computer system in November 2017.	November 2017
21	Review Personal Budgets procedures	Personal Budgets procedures and guidance under review.	Sept2017
		Share draft procedures and guidance with the co-production group for comment and amendment	TBA
		Publish new procedures and guidance	TBA
22	Develop a new review form and procedure		Completed