

ASC PERFORMANCE REPORT MARCH 2021 - APPENDIX 2 - ACTION PLAN

This Action Plan has been compiled to address the areas of development presented in Section 4 above. It will be monitored through the Adult Social Care Performance Board.

	Theme	Action	Responsibility	Progress to Feb 2021	Next Action	Action by
1	New Admissions to res/nursing for younger adults age 18-64 per 100,000 population	<p>To develop an Adult Social Care Vulnerable Adults Accommodation Strategy to examine Adult Social Care's accommodation options and pathways to</p> <ul style="list-style-type: none"> • Enable better use of existing resources, • Inform market engagement to meet identified gaps in the markets. • Ensure we can best meet accommodation needs over the next 25 years • and reduce admissions into residential and nursing provision. <p>We will:</p> <ul style="list-style-type: none"> • Review models of best practice for alternative service options 	Melissa Wise	This has been on hold due to Covid related work pressures, but a new timetable has now been developed.	<p>To develop an Adult Social Care Vulnerable Adults Accommodation Strategy which will:</p> <ul style="list-style-type: none"> • Review models of best practice for alternative service options • Result in market engagement to gauge provider interest in filling identified service gaps • Prepare Business cases for provision to meet service gaps • Implement selected options in phases • Identify people who could benefit from the new service options 	<ul style="list-style-type: none"> • Q1 2021/22 • Q2 2021/22 • Q3 2021/22 • Q4 2021/22 • Ongoing

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		<ul style="list-style-type: none"> Result in market engagement to gauge provider interest in filling identified service gaps Prepare Business cases for provision to meet service gaps Implement selected options in phases Identify people who could benefit from the new service options and monitor placement numbers to ensure these options are being utilised. 			and monitor placement numbers to ensure these options are being utilised.	
2	Direct Payments	<ul style="list-style-type: none"> Setup 6-month secondment for a Direct Payments Development Officer (DP Champion) to promote Direct Payments, educate & continue to encourage all staff to consider Direct Payments and further develop staff competencies. Review of all related staff and service user guidance and upload to RBC website 	Melissa Wise	DP Development Officer secondment extended for further 6 months. Percentage of service users with DPs continues to increase (20.86% in Jan 2021).	Personal Assistant (PA) Market Development Project to be delivered over 18 months objectives: <ul style="list-style-type: none"> To increase number of service users employing PAs. Savings by increasing the number of people using DPs to employ PAs. 	<ul style="list-style-type: none"> Q2 2022/23

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		<ul style="list-style-type: none"> • Explore use of pre-loaded cards to support increased use of direct payments for hospital discharges • Further develop training for all staff and managers in ASC • Implement Direct Payments into new Conversation Counts Hospital Discharge pilot • To commence development of the Personal Assistant (PA) market in Reading 		<p>Dedicated DP section on intranet created with updated reviewed guidance.</p> <p>Pre-loaded cards for hospital discharges was explored, but not implemented due to risks.</p> <p>DP training delivered to all ASC staff.</p> <p>DP process introduced in hospital discharge team.</p> <p>Direct payments project ended</p>	<p>Research and analyse PA services across other LAs</p> <p>Create Process Maps for staff, prospective PAs, and service users</p> <p>Marketing campaign to promote PA role and increase recruitment</p> <p>Creation of an online tool to aid recruitment of PAs</p>	<ul style="list-style-type: none"> • Q4 2020/21 • Q1 2021/22 • Q2 2021/22 • Q3 2021/22

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				July 2020 and moved to BAU. PA Market Development Project commenced in Nov 2020.		