

VALE of GLAMORGAN

Mental Health Social Services

Team Plan 2013/14



BRO MORGANNWG

Team Manager	Andrew Cole
Service Plan	Social Services
Date signed off	
Signed off by	

Service Outcome 1	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
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Objective 1	To ensure that people have access to comprehensive information about Social Services and can easily contact key staff. Individuals get prompt advice and support, including their eligibility for service, and are well signposted to other services where appropriate.
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Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
SS01/A001	Work with the third sector and the local health board to deliver information about services for adults with mental health problems and their carers.	Ensure that people accessing primary and secondary mental health care are informed of their rights to care and support and are appropriately signposted to relevant support networks. Leaflets and website to be updated and also produced in Welsh.	M	OM for MH	2013/14	2014/15	Within existing resources
SS01/A001	Further consolidate the Primary Mental Health Service as described by Part 1 of the Mental Health (Wales) Measure 2010 to ensure that all areas of Vale of Glamorgan are fully served.	Any person attending for primary care through their GP will be able to access a primary mental health care for early assessment, short term interventions and signposting to community facilities.	H	Mental Health Partnership Board	2013/14	2014/15	Mental Health (Wales) Measure implementation funding managed through the health board.

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Service Outcome 1	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
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Objective 2	To ensure that people using Social Services are supported by assessments, care and support plans which are regularly reviewed.
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Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
SS02/A004	To develop and improve multi-disciplinary transition planning arrangements for young people moving into adulthood.	Seamless transition for young people moving towards adult mental health support.	M	OM for Mental Health	2013/14	2014/15	Within existing resources
SS02/A005 HSCW 8	To consolidate the Integrated Management arrangements of the Community Mental Health Teams to ensure a consistently high quality experience of community mental health services	Improved service user experience of community mental health services from referral, assessment, service interventions and recovery	M	Integrated Managers	2013/14	2013/14	Within existing resources
SS02/A006 HSCW 10	Work with partners to implement the Carers information and Consultation Strategy.	The draft Strategy was developed to meet the requirements of the Carers Strategies (Wales) Measure	M	OM for Mental Health	2013/14	2014/15	Within existing resources

DR p17, CP p18		2010. The Measure and the Strategy will seek to improve the information available to, and the engagement of, unpaid carers of people with mental health problems. The strategy has been developed and will now be implemented during 2013/14.					
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Service Outcome 2	People eligible for Social Services in the Vale of Glamorgan are able to choose from a range of high quality services helping them to maximise their independence whilst keeping them safe.
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Objective 3	To provide services which meet assessed individual needs.
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Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
SS03/A008 HSCW 9	Work with the Cardiff and Vale University Health Board Occupational Therapy Service to provide an increased range of community based recovery based groupwork for adults with specific mental health difficulties	A wider range of integrated health and social service will be available locally for our most vulnerable members of the community.	M	OM for Mental Health	2013/14	2014/15	Within existing resources
SS03/A009 HSCW 6 CP p18	Increase the focus of the Vale of Glamorgan Outreach service to work in partnership with the health board and 3 rd sector organisations to provide medium term mental health reablement for people at risk dependency on	The Vale Mental Health Outreach Service support people to regain and maintain social functioning, mental resilience and improved independence in the community.	H	Mental Health Outreach Coordinator	2013/14	2013/14	Within existing Resources

SS05/ A016 ChP C9	Ensure that service specifications are derived from commissioning plans and that they are clear about the practice and quality standards expected.	Directly provided and contracted social care services will be citizen centred, meet needs appropriately and promote the Council's social care objectives.	M	OM for Mental Health	2013/14	2015/16	Within existing resources
SS05/ A017 HSCW 3 CP p18	Work with partners to raise awareness, provide appropriate support and targeted action in line with the Tobacco Free Strategic Action Plan, the Substance Misuse Strategy and the Alcohol Strategy.	Targeted prevention work is undertaken reducing the impacts and cost of addictive misuse on our services helping use to provide a sustainable future for social care services.	L	CMHT Social Work Manager	2013/14	2016/17	Within existing resources
SS05/ A019 ChP IHSC1 1	Through integrated Community Health Teams, improve the way in which services promote the quality of life and independence of service users and carers.	Service users will experience significant improvement in access, choice, involvement and continuity of care.	H	OM Mental Health, Integrated Managers and Social Work Manager	2013/14	2015/16	Within existing resources
SS05/ A020 DR p6	Consult upon and publish a commissioning strategy for mental health based on the All Wales Together for Mental Health	Services for people with mental health problems will promote mental health and wellbeing and will be provided in partnership with	M	OM Mental Health	2013/14	2013/14	Within existing resources

	Strategy.	service users and cares.					
SS05/ A021 HSCW 7	Work with the Third Sector and business organisations to deliver a preventative, community approach and to reduce stigma and discrimination of people with mental health problems in the community and in the work place.	People with mental health problems are supported to live meaningful lives in the community and to access employment and training. The development of Peer Support Worker posts within the CMHT would support this ideal.	L	Mental Health Partnership	2013/14	2013/14	Within existing resources

Service Outcome 3	The Vale of Glamorgan Council achieves good outcomes for service users and carers through its arrangements to protect vulnerable people and success in promoting independence and social inclusion.
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Objective 6	To ensure that people at particular risk have their wellbeing promoted and are safeguarded from abuse and exploitation by the Council working in co-ordination with other organisations.
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Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
SS06/A023	Work with the council's and UHB's Safeguarding Steering Group to ensure people without mental capacity in care and health settings are protected and cared for in their best interests.	Appropriate arrangements are in place to raise awareness of the Mental Capacity Act and the Deprivation of Liberty Safeguards.	H	OM for Mental Health	2013/14	2013/14	Within existing resources
SS06/A028 HSCW 11	Continue to prevent abuse by professionals working in social care settings and in the community by ensuring the voice of the vulnerable adult is heard and staff witnessing abuse feel empowered to report their concerns.	The POVA process ensures comprehensive sharing of information, of which the views of vulnerable adults and those witnessing abuse are central.	H	Designated Lead Managers (POVA)	2013/14	2014/15	Within current resources

SS06/ A029 HSCW 13 CP p19	Increase compliance with Deprivation of Liberty Safeguards by providers of social care services.	Compliance with Deprivation of Liberty Safeguards can be assessed by mapping the number of authorisations and referrals against a Wales average. Our activity statistics are provided to Welsh Government annually for the production for the HIW/CSSIW annual report.	H	OM Mental Health	2013/14	2014/15	Within existing resources
SS06/ A030 DR p22	Continue to offer MCA/DoLS awareness surgeries in care homes and possibly expand this service to the hospitals	We aim to run one MCA/DoLS surgery per month from our care homes or hospitals and hope to receive more enquiries and applications from care homes.	M	OM Mental Health	2013/14	2013/2014	Within existing resources

Service Outcome 4	Performance of Social Services is actively managed and people accessing services in the Vale of Glamorgan are supported by sufficient staff, who have appropriate qualifications, training experience and skills.
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Objective 8		To ensure that robust workforce planning arrangements are in place within the Directorate.					
Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
SS08/	Support staff to	Staff will have	M	OM for Mental	2013/14	2013/14	Within existing resources

A035	develop knowledge, skills and values in line with national priorities as set out in the Together for Mental Health Strategy, through an integrated training programme the encourages learning from people who have experienced mental health problems and services.	improved insight, knowledge, empathy and skills in working with people with mental health problems in a manner the promotes recovery and participation.		Health and Training Manager			
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Service Outcome 5	Social Services in the Vale of Glamorgan review, plan, design and develop quality services that deliver best value for money to improve outcomes for individuals.
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Objective 9		To ensure that services are designed and commissioned to reflect community need from priorities identified by staff and people who may use or need services, and are identified in commissioning strategies and annual commissioning plans..					
Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
SS09/A039	Review all existing spot purchase agreements, using quantitative and qualitative analysis and consultation with existing providers,	Where appropriate mental health community care provision will move away from spot contracts to commissioning care	M	OM for Mental Health	2013/14	2013/14	Within existing resources

	successfully identifying where changes to block purchase agreements could be achieved.	in line with priorities identified in the Commissioning Strategy					
SS09/A040 DR p8	Develop a commissioning strategy for Mental Health Services in partnership with Cardiff Council and Cardiff and the Vale UHB.	The strategy will enable us to describe and predict the population needs for Mental Health Services over the next 5 years and set out an action plan of services to meet this challenge.	M	OM Mental Health	2013/14	2013/14	Within existing resources

Service Outcome 5	Social Services in the Vale of Glamorgan review, plan, design and develop quality services that deliver best value for money to improve outcomes for individuals.
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Objective 10	To deliver a clear planning process with equity of access, joined up services and best value from a variety of providers with defined, proportionate budgets directed to meeting services priorities.
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Ref:	During 2013-14 we plan to:	Outcomes we'll achieve from this action:	High, medium or low priority:	Officer responsible for achieving this action:	Start Date:	Finish Date:	How will the work be resourced?:
	Consider the costs and benefits of a formal partnership arrangement with Cardiff Council and Cardiff and the Vale University Health Board under Section 33 of the NHS (Wales) Act 2006 in terms of formal governance arrangements for the Integrated Managers and pooled staffing and care budgets.	Improved formal governance arrangements will offer a degree of stability and safety for all partner organisations. Pooled budgets will allow for more efficient delivery of care based on need without the artificial boundary of budgets.	M	HOS	2013-14	2013-14	Within existing resources.
	We will ensure that mental health services are accessible and promoted through the Welsh Language by the production of bi-lingual leaflets and	People who use Welsh as a first language will have the opportunity to have their involvement with mental health service through the welsh	M	Integrated Managers	2013-14	2013-14	Within existing resources.

	the use of Welsh translators for mental health and Best Interest Assessments.	language.					
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KEY:

- SP = Service Plan
- CP = Corporate Plan
- ChP = Change Plan
- DR = Directors Report
- IP = Improvement Plan
- OA = Outcome Agreement
- MP = Manifesto Pledge