

# VALE of GLAMORGAN

## **Adults Locality Services, Social Services Team Plan 2013/14**



# BRO MORGANNWG

Operational Manager	Suzanne Clifton, Adults Locality Services
Service Plan	Adults Locality Services
Date signed off	
Signed off by	

<b>Outcome 1:</b>	People in the Vale of Glamorgan are able to request support and receive the right help in a timely manner
-------------------	---

<b>Objective 2:</b>	To ensure that people using Social Services are supported by assessments, care and support plans which are regularly reviewed
---------------------	---

<b>Context for this objective:</b>	The Community Social Work teams, (ACCT and CMHOP), Integrated Discharge Service( IDS), Occupational Therapy Team and Nurse Assessor teams are all using the same documentation and processes to support individuals who need Social Services input. With the right team responding to the needs of the individual in the first instance, minimising duplication and 'hand-offs' for the service user. In addition, right sizing packages of care to ensure that resources are utilised effectively. Developing the relationships with our partners to make best use of available resources to provide adequate care for the individual. Ensure that the service user, their families and carers, plus other professionals involved in their care are aware of the plan and able to work towards joint outcomes which are agreed by the service user.
------------------------------------	--

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS02/A005 HSCW 8 CP pg18 IP p32	Establish integrated social care and health assessment and care management teams for all adult services in partnership with the Cardiff and Vale University	Working jointly with our partners in the NHS across the entire adult service will ensure that our clients receive the maximum available support for both	M	HoS	2013/14	2013/14	Within current resources	

	<b>Health Board.</b>	<b>their health and social care requirements in the most cost effective manner.</b>						
	Continue to ensure that all assessments are fit for purpose, and clearly articulate eligibility.	<p>The community social work teams are currently fully staffed with no vacancies. Demand for services is unprecedented and we are currently holding waiting lists in ACCT and CMHOP.</p> <p>Improved roles and responsibilities between teams C1V and Community teams through introduction of SLA</p>	<p>H</p> <p>H</p>	<p>OM Adults with all TMs</p> <p>OM Adults and OM C1V</p>	<p>September 2013</p> <p>July 2013</p>	<p>Ongoing</p> <p>September 2013</p>	Within existing resources	

	Ensure there are clear outcome based care plan to identify needs of the individual, recorded with UAP.	Outcome focused care plans on UAP for the benefits of Service Users	M	OM Adults with all TMs and PMs	September 2013	September 2014	Within existing resources	
	For service users known to the CMHOP team to ensure that they have a Care and Treatment plan which meets the legislative framework provided by the Mental Health measure	Meeting the requirements of the Mental health measure	H	OM Adults with CMHOP TM and ATM	June 2013	Ongoing	Within existing resources	
	Ensure that reviews are completed in a timely manner as per statutory guidance for reviews of care plans  Work with ACCT to	Improved communication with service users, carers and providers in order to meet the identified needs of the individual.  Early identification	H	TMs	July 2013	Ongoing	Within existing resources	

	<p>develop an action plan for meet the demand for reviews.</p> <p>Work with CMHOP to transfer cases currently in Review to the team to ACCT, in line with the Mental health measure.</p> <p>Review of the Nurse Assessor Team to determine roles and responsibilities to support reviews within Nursing Homes.</p>	<p>of issues to prevent crisis response</p> <p>Decrease dependency and expectation that care plans will run indefinitely once initiated</p>						
	To ensure that we provide more opportunities for assessments etc to be conducted in Welsh.	Service users are given the choice of language to conduct visits/telephone calls as requested.	M	OM Adults	Ongoing	March 2014	Within existing resources	

	To ensure that key leaflets are available in the welsh language within website.	Service users are given the choice to receive information in language of their choice.	M	OM Adults with Communications team	September 2013	March 2014	Within existing resources	
	To improve the levels of welsh speaking through administrative teams to respond to calls by accessing the Councils welsh learning program	Improved ability to respond initially to requests/enquiries within our social services teams, replicating the model used within C1V	M	OM Adults TM ACCT (resp for Locality Administrative Services)	January 2013`	March 2015	Within existing resources	
	Utilise funding from the Regional Collaborative Fund to identify an appropriate streamlined unified assessment for all teams to utilise	Improved sharing of information between agencies which promotes better outcomes for service users  Less duplication for professionals in both asking the services user and	H	HoS/OM Adults	Sept 2013	March 2014	Agreed RCF	

		recording						
	Review the role and remit of the Integrated Nurse Assessor Team	To provide support to service users to ensure that professional knowledge and expertise is used to best effectiveness	H	OM Adults with Lead Nurse, UHB	August 2013	October 2013	Within existing resources	
	Co-location of the VCRS home care team with the therapy component of the team	<p>Improved communication</p> <p>Minimise duplication of roles</p> <p>Shared systems</p> <p>Improved management oversight</p> <p>Improved capacity monitoring</p>	M	HoS	TBA			
	Fully implement the IDS model to be	Improved capacity in the community	H	OM Adults with IDS TM	August 2013	September 2013	Within existing	

	fully operational to assist in the discharge of patients in a timely manner to the most suitable place.	social work teams (ACCT and CMHOP)  Improved DToC figures					resources	
	Continuation of the joint allocations meeting with OT, ACCT and VCRS to facilitate information sharing and joint responsibility for management of cases	More service users to access the reablement model  More access to OT prior to Social work allocation  Decreased hours for average package of care for domiciliary packages	H	OM with ACCT TM OT TM VCRS TM	July 2013	Ongoing	Within existing resources	
	Development of rotational post with Health for OT	Improved understanding of roles and responsibilities  Better networks for professionals which will improve	M	OT TM Therapies Lead, UHB	August 2013	October 2013	Within existing resources	



		services for patients/service users						
	Continue to support the Super Tuesday meetings regarding CHC Quality Assurance meetings and DToC	Continued partnership working with Cardiff Social Services and Cardiff and Vale UHB	H	OM Adults IDS TM	Ongoing	Ongoing	Within existing resources	
	Appoint to the additional posts for VCRS from the Regional Collaborative Fund	<p>Improve DToC through provision of an 'in reach' service.</p> <p>Improve times for OT screening of referrals</p> <p>More capacity to take patients through reablement model</p> <p>Decrease in hours for agency</p>	H	OM Adults with VCRS TM	July 2013	September 2013	Agreed RCF	

		domiciliary packages of care following (up to ) 6 weeks reablement.						
	Communication strategy regarding the finalised eligibility criteria for VCRS	<p>Increase in referrals through to VCRS</p> <p>More people reabled</p> <p>Decrease in POC</p> <p>Improved communication between ward staff and community</p> <p>Increased capacity in ACCT for community social work referrals</p>	H	OM Adults with VCRS TM	July 2013	Ongoing	Within existing resources	
	Continue to improve practice regarding	Improved outcomes for service users	H	OM Adults with all TMs	Ongoing	Ongoing		

	Continuing Healthcare eligibility through upskilling of staff and through increased confidence to contribute to the DST process effectively.	<p>Clarity regarding which organisation is responsible for care of the individual</p> <p>Improved financial efficiency for the Local Authority as the service user is in receipt of the service from the right commissioner.</p>						

<b>Outcome 2:</b>	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.
-------------------	---

<b>Objective 3:</b>	To provide services which meet assessed individual needs
---------------------	--

<b>Context for this objective:</b>	To ensure that social work practice clearly identifies and records eligibility for service, and then provides and outcome focused care plan to meet the needs identified by the individual. This will inform whether there are any gaps in service and the Directorate can commission appropriately.
------------------------------------	--

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS03/A008 HSCW9 CP pg 18	Work with the Cardiff and Vale University Health Board to provide an increased range of community based health and social care services, including the development of Barry hospital as a centre of	A wider range of integrated health and social service will be available locally for our most vulnerable members of the community.	M	HoS	2013/14	2013/14	Within existing resources	

	<b>excellence</b>							
	To ensure that social work practice is at the expected standard to assess and record needs	<p>Improved practice and evidence of needs</p> <p>Improved intelligence for commissioning</p> <p>Outcome focussed care planning</p> <p>Engaged service users and carers</p>	M	OM Adults with all Social Work TMs	Ongoing	Ongoing	Within existing resources	
	Complete the implementation of the CMHOP Action Plan to maintain this integrated team to support Older Persons with Mental Illness.	Completed action plan which improves services, communication and staff wellbeing	M	OM Adults with CMHOP TM	Ongoing	Ongoing	Within existing resources	
	Identification of service areas that can benefit from an integrated approach	Joint working, less duplication of roles and responsibilities	M	OM Adults	Ongoing	Ongoing	Within existing resources	

SS03/A009 HSCW 6 CP p 18	Increase the availability of reablement and rehabilitation services that help older people experiencing a crisis via the Wyn campaign.	The Wyn Campaign is a workstream of the Integrated Health and Social Care Programme, and is a milestone in the journey towards integrating community health and social services in Cardiff and the Vale of Glamorgan. It involves health, social care and third sector partners working together to improve the experience of older people in our area. It is about designing services around people to	H	HoS	2013/14	2013/14	Through the use of already agreed monies from WG	
--------------------------------	--	---	---	-----	---------	---------	--	--

		<b>enable them to regain or retain independence.</b>						
	Appoint to the additional posts for VCRS from the Regional Collaborative Fund	<p>Improve DToC through provision of an 'in reach' service.</p> <p>Improve times for OT screening of referrals</p> <p>More capacity to take patients through reablement model</p> <p>Decrease in hours for agency domiciliary packages of care following (up to ) 6 weeks reablement.</p>	H	OM Adults with VCRS TM	July 2013	September 2013	Agreed RCF	
	Full implementation of the IDS model	Improved discharge pathway for	H	OM Adults Locality Services with	August 2013	September 2013	Within existing resources	

		people in hospital		IDS TM				
<b>SS03/A010</b> <b>MP</b>	<b>Develop a wide range of options for older people requiring support and prepare a feasibility study for the provision of an older people's village. (2013/14)</b>	<b>Consideration of the development of an extra care scheme that is designed specifically for older people, providing round-the-clock support and packages of care that are designed to meet individual needs. It offers residents the chance to be part of a community and is able to adapt to their changing care needs over time.</b>	<b>M</b>	<b>Head of AS, Head of BMI</b>	<b>2013/14</b>	<b>2016/2017</b>	<b>Within existing resources</b>	
	Monitor the implementation of the	Provide opportunity to	L	OM Adults	June 2013	July 2014	Within existing	



	current Extra Care Scheme at Theatre Royal	consider demand for facility  Learn lessons from the planning and implementation phases.					resources	
	Record gaps in service provision via the newly implemented service request form	Better demand forecasting		OM Adults	Ongoing	Ongoing	Within existing resources	
<b>SS03/A011</b> <b>HSCW5</b> <b>CP p18</b> <b>IP p31</b>	<b>Increase the take up of assistive technologies such as Telecare that enable older people and their carers to manage the impacts and risks associated with chronic ill health</b>	<b>The provision of assistive technologies such as Telecare will support reablement and promote independence allowing the frail and chronically ill the choice to remain in their own homes for as long as</b>	<b>H</b>	<b>Head of AS, Business Manager, BMI</b>	<b>2013/14</b>	<b>2015/16</b>	<b>Within existing resources</b>	

		<b>possible.</b>						
	<p>Telecare team to revisit all Community Care and Hospital social work teams to remind them of the facilities available. Monitor the number of telecare packages provided. Explore opportunities to work with Health and VCRS to support people upon discharge.</p>	<p>Increase the number of Telecare packages</p> <p>Decrease in number of hours POC</p> <p>Increased independence for service users and their families</p> <p>Reassurance for service users and families</p>	M	OM Adults	September 2013	March 2014	Within existing resources	

<b>Outcome 2:</b>	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.
-------------------	---

<b>Objective 4:</b>	To ensure that people's views on gaps in services and effectiveness of support, result in changes and help inform how services are monitored and developed.
---------------------	---

<b>Context for this objective:</b>	To understand how we can co-produce support utilising informal support networks, third sector and professionals to contribute to a person's care, using outcome focused care plans. This will inform where our gaps in service provision are, and inform future commissioning strategies.
------------------------------------	---

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS04/A015 SP	Examine how best to secure an increased range of service providers in social care, especially those who use a social entrepreneurial approach which engages communities and groups of service users or carers in	The views of individuals, groups and communities influence the nature of the support they receive and the way in which services develop.	M	Heads of Service	2013/14	2016/17	Within existing resources	

	<b>the design and delivery of services, achieves wider training and employment outcomes, and promotes better social networks (perhaps using volunteers and peer support).</b>							
	Development of a Care Directory that is accessible for both public and staff to signpost people to appropriate resources to meet their needs	<p>Increase in use of informal care, to supplement statutory provision.</p> <p>Clarity regarding which organisations the Council should support through funding.</p> <p>Clarity of service provider vs commissioner.</p>	H	OM Adults OM C1V	June 2013	March 2014	Within existing resources	
	Introduction of the	Improved options	H	OM Adults	August	December	Within	

	Day Services Strategy to provide improved access to a wide range of opportunities	for people seeking alternatives to existing day service provision within Physical Disabilities services.		OM Learning Disability	2013	2013	existing resources	
--	---	--	--	------------------------	------	------	--------------------	--

DRAFT

<b>Outcome 3:</b>	The Vale of Glamorgan achieves good outcomes for service users and carers through its arrangements to protect vulnerable people and success in promoting independence and social inclusion.
-------------------	---

<b>Objective 5:</b>	To ensure that people are helped to achieve the best possible outcome for them, maximising their independence, developing their abilities and overcoming barriers to social inclusion.
---------------------	--

<b>Context for this objective:</b>	Adults Locality Services to provide support to the responsible officers to inform commissioning strategies, contribute to the monitoring of standards for commissioned services and make better use of third sector provision to meet the demands of individuals in the most appropriate manner.
------------------------------------	--

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
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	OMs in Children and Adult Services	2013/14	2015/16	Within existing resources	
SS05/A021	Work with the Third Sector and	Older people in the Vale are		Director of Social	2013/14	2013/14	Within existing	

<b>HSCW7</b>	<b>business organisations to deliver a preventative, community approach to supporting older people to live as independently as possible, including people with dementia related illness.</b>	<b>supported to live as independently as possible.</b>		<b>Services</b>			<b>resources</b>	
--------------	--	--	--	-----------------	--	--	------------------	--

<b>Outcome 3:</b>	The Vale of Glamorgan achieves good outcomes for service users and carers through its arrangements to protect vulnerable people and success in promoting independence and social inclusion
-------------------	--

<b>Objective 6:</b>	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.
---------------------	--

<b>Context for this objective:</b>	Contribute to the process to safeguard vulnerable people who require protection either via POVA or case management. To inform decisions relating to quality standards of service provision.
------------------------------------	---

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS06/A025  HSCW12  DR p21, CP p19	Consult annually with vulnerable adults involved in the formal protection arrangements (Protection of Vulnerable Adults) and use the information to bring about improvements.	Vulnerable adults involved in the POVA process are empowered to share their views and these views are used constructively to bring about improvements in practice.	M	OM Safeguarding and Performance	2013/14	2016/17	Within current resources	
	Improve our response to	Prevent misuse of the POVA	M	OM Adults PM C1V	July 2013	Ongoing	Within current	



	safeguarding concerns through a co-ordinated response with care management teams and other agencies	process  A considered response to concerns within care management with the appropriate risk assessments in place,		TMs			resources	
	Support the Central DLM and Community DLM through improved processes within C1V for receipt of VA1s	Single point of access	M	OM Adults PM C1V DLMs	September 2013	December 2013	Within existing resources	
<b>SS06/A027 DR p21</b>	<b>Deliver additional Protection of Vulnerable Adult investigation training as necessary to relevant staff to support robust investigation of abuse allegations.</b>	<b>Allegations of abuse involving vulnerable adults are investigated thoroughly and subjects suitably safeguarded.</b>	<b>H</b>	<b>Training and Development Manager, BMI</b>	<b>2013/14</b>	<b>2013/14</b>	<b>Within existing resources</b>	
	Increase the numbers of staff	Increased capacity for	M	TMs DLMs	September 2013	December 2013	Within existing	

	confident and competent in gathering information to support investigations under the POVA process.	DLMs and skilled workforce to deal with POVA investigations and other assessments as required of the social work role		Training and Development Manager			resources	
--	--	---	--	----------------------------------	--	--	-----------	--

DRAFT

<b>Outcome 4:</b>	The Vale of Glamorgan achieves good outcomes for service users and carers through its arrangements to protect vulnerable people and success in promoting independence and social inclusion.
-------------------	---

<b>Objective 7:</b>	To utilise performance management to improve customer outcome and the services provided.
---------------------	--

<b>Context for this objective:</b>	To utilise performance management to improve customer outcome and the services provided.
------------------------------------	--

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS07/A031 SP	Complete a review of performance management reporting within the Directorate.	Key stakeholders have confidence that performance within the Directorate is reported honestly and that, where performance issues occur, that they receive a quick and effective response.	M	OM Safeguarding and Performance	2013/14	2013/14	Within current resources	

	To monitor the performance information provided on a monthly basis and to ensure accuracy	A greater understanding of activity and resource management	H	Om Adults and TMs	Ongoing	Ongoing	Within existing resources	
	To analyse the UAP triggers that inform the performance management data to ensure that practitioners are recording activity accurately	Improved activity data	H	OM Adults and TMs	Ongoing	Ongoing	Within existing resources	

**Outcome 5:**

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.

**Objective 8:**

To ensure that robust workforce planning arrangements are in place within the Directorate

**Context for this objective:**

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low	Officer responsible for achieving	Start Date	Finish Date	How will the work be resourced?:	Progress
------	----------------------------	--	----------------------	-----------------------------------	------------	-------------	----------------------------------	----------

			priority	this action				
SS08/A034 DR p15	Develop a workforce planning framework for the social care sector as a whole in the Vale of Glamorgan.	Integrated workforce planning will maximise resources and provide a framework for improving services delivered to people who use services. It aims to reduce duplication, increase understanding between the health and social care sectors and to open opportunities for shared learning to design services to meet the needs of people who use	M	Head of BMI	2013/14	2013/14	Within existing resources	

		<b>services.</b>						
--	--	------------------	--	--	--	--	--	--

<b>Outcome 6:</b>	Social Services in the Vale of Glamorgan review, plan and develop quality services that deliver best value for money to improve outcomes for individuals
-------------------	--

<b>Objective 10:</b>	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.
----------------------	---

<b>Context for this objective:</b>	Support the commissioning teams through identification of service provision gaps,
------------------------------------	---

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
SS10/A042  ChP IHSC3	Consider the options for the delivery of long term care, to address the current shortfall in independent sector provision, particularly in relation to people with dementia related illnesses.	A better match will be achieved between demand for placements and the available supply, including extra care units.	H	Head of BMI	2013/14	2014/15	Within existing resources	
	Implementation of	Provision of	H	OM Adults	July 2013	July 2014		

	the Extra Care Scheme Theatre Royal site to accommodate 59 individuals	alternative choices for service users to remain within the community.		Services with TMs				
<b>SS10/A043 SP</b>	<b>Implement a brokerage hub for care home placements with Cardiff and Vale UHB and Cardiff Council.</b>	<b>A better match will be achieved between demand for placements and the available supply, including extra care units.</b>	<b>H</b>	<b>Head of BMI, Head of AS</b>	<b>2013/14</b>	<b>2013/14</b>	<b>Within existing resources</b>	

**Outcome ALS A :**

*To provide a day service of excellence for Older Persons ensuring that individuals are encouraged to socialise, maintain or improve independence, and be stimulated within a safe environment.*

**Objective :**

Conduct a review of the current Older Person's Day Services and prepare a strategy to support the future direction for service delivery for Older Persons.

**Context for this objective:**

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Review the current	Determine future	M	OM Adults	September	March	Within	

	service provision at Rondel House	direction for the service.			2013	2014	existing resources	
	Improve the levels of training within the day service to better equip staff to support individuals with dementia	Improved outcomes for service users attending the service  Increased levels of confidence for staff in supporting people with dementia	M	OM Adults with Day Services Manager	September 2013	March 2014		
	Establish levels of satisfaction with the service from both Service users and commissioners		M	OM Adults with Day Services Manager and Policy Assurance Officer	September 2013	March 2014		
	Develop a strategy for day service activities for older persons		M	OM Adults with Day Services Manager	September 2013	March 2014		

•  
**Outcome ALS 2:**

*To provide a stimulating program of activities for service users with Physical Disabilities.*



<b>Objective 1:</b>	
---------------------	--

<b>Context for this objective:</b>	To ensure an appropriate variety of activities are provided to stimulate, support and encourage service users with physical disabilities to achieve their full potential and shape their care plans to meet outcomes identified by them.
------------------------------------	--

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Implement the Day Services Strategy developed in partnership with Learning Disability services across Cardiff and the Vale	Increased opportunities for service users to access a variety of activities.	M	OM Adults OM LD  Day Services Manager, New Horizons	July 2013	March 2014	Within existing resources	
	Establish service users views and commissioners views on current service provision	Increased voice for service users to shape future plans for service delivery	M	OM Adults  Day Services Manager, New Horizons	July 2013	March 2014	Within existing resources	

<b>Outcome ALS 3:</b>	<i>C1V as the single access point for Adults Locality Services with clarity of care pathways and when responsibilities are transferred from C1V, with what information.</i>
-----------------------	---

<b>Objective 1:</b>	
---------------------	--

<b>Context for this objective:</b>	To establish methods for accessing Adults Services, including self referrals, signposting and use of partner agencies resources
------------------------------------	---

<b>Ref.</b>	<b>During 2013-14 we plan to:</b>	<b>Outcomes we'll achieve from this action are:</b>	<b>High , medium or low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>How will the work be resourced?:</b>	<b>Progress</b>
	Development of a care directory for use by public and staff to signpost to other providers	Better information in central place to identify alternative providers to support service users	M	OM Adults OM C1V PM C1V	June 2013	March 2014	Within existing resources	
	Project initiation to develop a self-referral tool for enquiries	Decreased demand on C1V telephone enquiries  Capture of information directly from referrer	M	OM Adults OM C1V PM C1V	June 2013	September 2014	Within existing resources	

	Review of C1V SLA		H	OM Adults OM C1V	Completed	Completed	Within existing resources	
	Quarterly review meetings to continue with C1V re Adults Services							
	Workshops with C1V and Adults Services staff to review resources, role and responsibilities, documentation and pathways							

**Outcome 1:**

*To keep Occupational Therapy waiting times to current levels*

**Objective 1:**

To be able to respond to the needs of service users in a timely fashion to minimise risk, maximise independence and prevent excessive reliance on domiciliary care packages or escalation to residential care.

**Context for this objective:**

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low	Officer responsible for	Start Date	Finish Date	How will the work be resourced?:	Progress
------	----------------------------	--	----------------------	-------------------------	------------	-------------	----------------------------------	----------

			<b>priority</b>	<b>achieving this action</b>				
	Maintain the short waiting times for assessments to be completed for OT	Access to services in a timely fashion	H	OM Adults with OT TM	Ongoing	Ongoing	Within existing resources	
	Support the DFG OT to complete assessments in a timely manner by screening efficiently	Access to services in a timely fashion	H	OM Adults with OT TM	Ongoing	Ongoing	Within existing resources	
	Appoint to a rotational OT post with health colleagues	Better experience for the service user with more cohesive service delivery due to improved understanding of roles and responsibilities of different OT teams	H	OT TM Therapy Lead UHB	September 2013	January 2014	Within existing resources	
	Support the 'allocations' meeting to facilitate swift response to service users with OT equipment or	Access to appropriate services in a timely manner	H	OT TM	Ongoing	Ongoing	Within existing resources	

	manual handling needs prior to social work assessment							
--	---	--	--	--	--	--	--	--

**Outcome 1:**

Continue to provide a specialist sensory impairment service to residents of the Vale of Glamorgan eligible for the service.

**Objective 1:**
**Context for this objective:**

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
	Review the sensory impairment service across both Social Work and Occupational Therapy	Inform us how best to meet the needs of this population through the specialist team, accessing appropriate skills and knowledge	M	TM ACCT OT TM				
	Continue to support the role of the	Continuation of service for	M	OT TM				

	Rehabilitation Officer for Visual Impairment (ROVI)	service users						
	Maintain current levels of wait lists for the year for ROVI		M	OT TM				

DRAFT