

## Main Report - Action Plan: Adapting to the future

No	Recommendation	Responsible Officer	Community Services Management Response	AGE Ltd progress as at 6th of February 2006.
	<b>Person-centred services Councils and NHS bodies should</b>			
3	There should be a review regarding the level of demand for out-of-hours services.	Jim Robb Head of Integrated Development.	Overall service requires to be reviewed. Feasibility study proposed and being presented at next Joint Strategy meeting. Out of hours services would be examined within the study.	All data being captured and/or extrapolated to cover areas where no data exists.  Indications are that no data is in existence covering Out of Hours service.
	<b>How are services organised Councils and NHS bodies should</b>			
4	Work towards joint information systems that provide good management information on the community equipment and adaptation services within their partnership area.	Jim Robb Head of Integrated Development.	Re-implementation of Carefirst should provide more robust information. IT provision will be examined within a feasibility study as to best joint systems.	Meetings have taken place with lead officers on IT systems.  Initial findings are: Different IT systems in operation and under development.  A solution whereby clinical and logistical/Performance Indicator reporting systems can talk to each other will be recommended in the final report.
5	Clarify partnership arrangements for the assessment and provision of community equipment and adaptations ensuring that all relevant partners are involved; and formalise these arrangements in agreed policies and procedures.	Jim Robb Head of Integrated Development.	Feasibility study will identify required policies and procedures.	Widespread consultation still taking place. Likely that a key recommendation will be that ALL clinical groups to be part of new integrated service [service lead officers have agreed in principle] – this supported with a developing and broadening of a “who can prescribe what” template (for use across the whole area) – supported with on going area-wide training. Templates to be provided within final report.
6	Ensure all relevant staff across the respective partner organisations is aware of the agreed policies and procedures.	Jim Robb Head of Integrated Development.	Training for staff would be carried out when policies and procedures are in place.	Linked to comment on point 5 above – but further supported with the provision of a common to all Service Specification – against which a Catalogue of Goods and Services will be available to all practitioner groups.

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7	Ensure that community equipment and adaptation services are developed as part of their overall community care strategy.	Jim Robb Head of Integrated Development.	Community care strategies will be reviewed to ensure community equipment and adaptations services are included as part of the feasibility study.	On going – Data/information still being compiled.  Common to area [possibly including neighbouring areas] equipment and minor adaptations service standard/specification being developed.  Multi area/agency/service configuration(s) being considered.  Executive over-view presentation arranged in February covering issues to be included in final report.
8	Develop protocols, which maximise the ability of staff from different partnership organisations to access equipment and adaptations and reduce the waiting time for users.	Jim Robb Head of Integrated Development.	Protocols would be developed following the feasibility study.	Covered in comment against point 6 and 7 above  Additional templates to be provided as part of output work.
	<b>How are services organised Councils and NHS bodies should</b>			
10	Monitor the performance on equipment and adaptation services by collecting and using robust management information on: <ul style="list-style-type: none"> <li>• Cost</li> <li>• Activity, including waiting times</li> <li>• Quality of services, including users' views.</li> </ul>	Jim Robb Head of Integrated Development.	Robust systems for collecting information will be identified from recommendations of feasibility study.	Data still being gathered. Additionally, service will be compared against other similar profiled services.
12	Develop joint performance indicators so that the service can be evaluated across a partnership area.	Jim Robb Head of Integrated Development.	Following feasibility study- joint performance indicators will be developed.	Key Performance Indicators will be proposed as part of the final report.  The Scottish Health Executive is likely to be proposing indicators for equipment and adaptations in February 2006.

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	<b>Managing Risk Councils and NHS bodies should</b>			
16	Ensure stock control systems are in place to track and locate equipment.	Jim Robb Head of Integrated Development.	Robust systems for managing equipment will be identified by feasibility study.	This will be accounted for within ultimate service configuration including defined areas of responsibility – this where possible is to be supported through IT systems.  Issues such as protection from cross infection also being accounted for.
19	Agree and implement formal policies and procedures that include: <ul style="list-style-type: none"> <li>• Recall of faulty equipment</li> <li>• Maintenance and repair arrangements</li> <li>• Recycling, including infection control procedures</li> <li>• Emergency arrangements.</li> </ul>	Jim Robb Head of Integrated Development.	Robust systems for managing equipment will be identified by feasibility study.	All these topics, and more, will be accounted for within the final proposed service(s) configuration(s). This will take account of available resource [within A&B and on its peripheries], economies of scale and cost effective and most efficient service and/or service function solutions.
20	Ensure management information systems contribute to the effective management of risk.	Jim Robb Head of Integrated Development.	Robust systems for managing equipment will be identified by feasibility study.	Templates to be provided as part of the final report – these to support the Key Performance Indicator information referred to in comment against point 12 above.
21	Review user needs once equipment and adaptations have been supplied.	Jim Robb Head of Integrated Development.	Methods of monitoring and evaluation of service require to be identified following feasibility study.	To be part of service configuration(s) proposal(s) – likely to be two pronged support: from service(s) provider(s) assisting therapists and clinicians as applicable/specified – no doubt assisted through IT. And from Therapists and Clinicians themselves. This to be on going, even after conclusion of the feasibility study.
	<b>AGE Ltd comment on management addressed recommendations</b>			
9	Jointly review budgets for community equipment and adaptations and HIG's to ensure that they are set at a realistic level to meet need.	Jim Robb Head of Integrated Development.	Current Budgets are regularly reviewed through Joint Strategy group but more work is required to establish realistic budgets.	Data still being compiled. However, initial findings suggest that budgets are significantly below the levels required to meet demand – this being confirmed by historic and comparative data sources.

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11	Record and monitor activity and expenditure associated with third parties, such as Care and Repair, RSLs and voluntary organisations, as charges in these areas are likely to impact significantly on future service delivery and resourcing.	Jim Robb Head of Integrated Development.	A charge monitoring system will be set up to address this recommendation.	This is a multi organisation recommendation. Care & Repair have started to monitor activity and expenditure. AGE Ltd is evaluating what has been prepared and will advise on co-operation with the other parties within their final report.
15	Work together to assess need for major adaptations in the future.	Jim Robb Head of Integrated Development.	Develop close working links with Housing, RSLs, and Care & Repair to monitor trends to assist in assessing for future adaptations.	As response above at point 11. Care & Repair have started to monitor trends.  Based on information received thus far – it is unlikely that major adaptations service provision will be recommended as being within the remit of the equipment and minor adaptations provider(s) – however administration of same might be – still being considered.
17	Ensure that written instructions on using equipment and adaptations are always provided for users and carers, and trained staff always demonstrate their use.	Jim Robb Head of Integrated Development.	This exercise has been commenced at the Oban Store and will eventually be rolled out to other areas	Covered in comment against point 16 above.