

APPENDIX 1

AGE LTD

DRAFT REPORT APPENDIX 2

Community Services Department

ADAPTING TO THE FUTURE - FEASIBILITY STUDY RESPONSE 2005 – 2006

KEY to ABBREVIATIONS:

OOH: Out of Hours;

THUS: Support Software;

ELMS11: Support Software;

TIARA: Joint IT development between Council and NHS;

CES: Community Equipment services;

KPI: Key Performance Indicators;

MI: Management information: and

HIG's; Housing Improvement Grant.

Main Report – Action Update: Adapting to the future

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
	Person-centred services Councils and NHS bodies should				
1	a/ Jointly publish comprehensive information on community equipment and adaptations, covering: <ul style="list-style-type: none"> • What help is available • Who to contact • Eligibility criteria • Who needs to pay and how much • What service people can expect, using information such as local targets for response times. 	Jim Robb Head of Integrated Development.	A joint meeting was held with Occupational Therapy staff on May 11 th to re-write practice guidance and produce information leaflets	Complete. Information leaflets have now been produced, and also arrangements are in place for the Sensory Impairment Team to transcribe on demand into large print and on to tape.	No further comment.
	b/The information in 1 above should be published in different formats and in other languages as needed by local communities	Jim Robb Head of Integrated Development.	Information above will be produced in large print and audio tape and other languages as required.	Complete. Leaflets have now been produced and also arrangements are in place for the Sensory Impairment Team to transcribe on demand into large print and on to tape.	No further comment.

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2	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	All data being captured and/or extrapolated to cover areas where no data exists. Indications are that no data is in existence covering the use of any OOH service
3	Ensure that users have information on direct payments and their availability for community equipment and adaptations		A decision has been taken not to provide direct payments for this service	Not Applicable	No further comment.
4	Assess whether self-assessment and self selection could improve the efficiency of providing low cost, low risk items		A self- assessment process has been put into place .It is in its early stages and will no doubt be modified as staff and clients become familiar with it.	System in place but expected to evolve further	Criteria examples have been provided as part of project. Self assessment tools from other areas have been provided.

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	<p>How are services organised Councils and NHS bodies should</p>				
5	<p>Work towards joint information systems that provide good management information on the community equipment and adaptation services within their partnership area.</p>	<p>Jim Robb Head of Integrated Development.</p>	<p>Re-implementation of Carefirst should provide more robust information. IT provision will be examined within a feasibility study as to best joint systems.</p>	<p>On the 15th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd</p>	<p>Meetings have taken place with leads on IT systems.</p> <p>Initial findings are: Care First upgrading to 5.4 EX equipment module THUS any equipment support software will be required – ELMSII being used in H/burgh and Oban. Health partners are developing TIARA.</p> <p>A solution whereby clinical and logistical/PI reporting systems can talk to each other is recommended.</p> <p>An output based IT specification has been included within the report</p> <p>IT solutions should also link in with e-procurement initiatives.</p>

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
6	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Following widespread consultation – It is recommended that a key recommendation is that ALL clinical groups are to be part of new integrated service [CES](service leads 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 provided within report. Please refer to Report and appendices
7	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Linked to comment 6 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 – suggested contents is included within the proposed new CES specification attached to the report

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
8	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 the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Refer to Executive Presentation and configuration options – appended to core report. Common to area [poss. inc neighbouring areas] equipment and minor adaptations service standard/specification being developed – draft for discussions and/or amendment is appended to the report Multi area/agency/service configuration(s) is (are) being considered.
9	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Covered in comment against point 7 and 8 above Additional templates covering SAP have been provided as part of the project process A Trusted Assessor tool has also been proposed – this appended to the report Additionally, it is recommended that the CES has set performance expectations and KPIs – these covered within the proposed Service Specification appended to the report

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
10	Develop joint training plans for all staff involved in assessing the need for, and demonstrating ,equipment and adaptations	Jim Robb Head of Integrated Development.	The feasibility study will advise on the development of training plans	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Covered in comment against point 6 above.
	Planning and Performance Monitoring Councils and NHS bodies should				
11	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.	Regular monitoring by each partner has commenced. On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Data included within the core report and appendices, however, findings suggest that budgets are significantly below the levels required to meet demand – this being confirmed by historic and comparative data sources. Budget uplift in line with demand is needed.

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
12	<p>Monitor the performance on equipment and adaptation services by collecting and using robust management information on:</p> <ul style="list-style-type: none"> • Cost • Activity, including waiting times • Quality of services, including users' views. 	Jim Robb Head of Integrated Development.	Robust systems for collecting information will be identified from recommendations of feasibility study.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Refer to core report
13	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.	The feasibility study will advise on the introduction of a charge monitoring system to address this recommendation.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Where data is available or has been captured/ascertained – this is included within the report
14	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	<p>KPIs have been proposed within IT specification appendix B and within example service specification – both appended to the report.</p> <p>Additionally the Health Executive is likely to be also proposing indicators for equipment and adaptations in Feb/Mar 06</p>
15	Once trend information is available, benchmark with other partnerships using like-for-like performance measures to drive forward continuous improvement.	Jim Robb Head of Integrated Development.	Benchmarking with other similar local authorities will take place once information available.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Covered in comment against point 12 above

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
16	Work together to assess need for major adaptations in the future.	Jim Robb Head of Integrated Development.	The feasibility study will recommend how to develop close working links with Housing, RSLs, Care & Repair to monitor trends to assist in assessing for future adaptations.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Based on information received thus far – it is unlikely that major adaptations service provision will be recommended as to be within the remit of the equipment and minor adaptations provider(s) – however administration of same “might” be considered – this for further discussion locally Please refer to main report
	Managing Risk Councils and NHS bodies should				
17	Ensure stock control systems are in place to track and locate equipment.	Jim Robb Head of Integrated Development.	Robust systems for controlling stock will be identified by feasibility study.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Accounted within ultimate service configuration inc defined areas of responsibility – this where possible supported through IT systems Issues ref protection from cross infection also accounted for Proposed stock control protocol appended to report

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
18	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	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Covered in comment against point 17
19	Consider how best to provide advice and support to people in private housing market who install major adaptations.	Jim Robb Head of Integrated Development.	This advice has always been available to the private housing market but there is room for improvement	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	Still under consideration
20	Agree and implement formal policies and procedures that include: <ul style="list-style-type: none"> • Recall of faulty equipment • Maintenance and repair arrangements • Recycling, including infection control procedures • Emergency arrangements. 	Jim Robb Head of Integrated Development.	Robust systems for managing equipment will be identified by feasibility study.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	All these topics, and more, have been accounted within the final proposed service(s) configuration(s). This taking 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
21	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	MI templates have been provided as part of the final report – these to support the KPI information referred to in comment against point 14 above

No	Recommendation	Responsible Officer	Community Services Management Response	Implementation Progress as reported on the 9 th of December 2005.	Current update from AGE Ltd.
22	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.	On the 15 th of November 2005 this was included within the feasibility study to be conducted by AGE Ltd.	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.

General comment:

The feasibility project is now complete, however, accessing data/information to inform the process and way forward [and in this instance to address and comment upon many of the points above] has proved difficult and challenging – this no doubt no surprise to the reader(s). This said, the team and those within A&B supporting the project have worked tirelessly to either find the data/information or, if not available, capture and report on same. All information that was available and/or, more likely, compiled/captured has been included within the Final Report and Executive Presentation.

A Project Briefing – indicating Findings thus far and Options for the future – was presented to lead officers on 020206