

**ACTION PLAN FOLLOWING AN SSI INSPECTION OF SERVICES FOR DISABLED ADULTS**  
**DARLINGTON SOCIAL SERVICES**  
**DARLINGTON BOROUGH COUNCIL**

Recommendation from the inspection report	Action to be taken	Outcome to be achieved	Performance indicators to be used	Plan For Targets to be achieved			Responsible manager
				Within 3 months	Within 6 months	Over 6 months (specify)	
<b>Standard 1 National Priorities and Strategic Objectives</b> <b>One recommendation was made with respect to standard one that;</b>							
The council needs to work with partners to progress plans for integrated services. These plans should clearly identify accountabilities for tasks within agreed timescales and be actively managed to completion.	<ul style="list-style-type: none"> <li>- List of planned integrated services to be agreed with stakeholders.</li> <li>- Individual plan to be developed for each planned integrated service and agreed.</li> <li>- Plans to be consulted upon and finalised with wider stake-holder group.</li> </ul>	<ul style="list-style-type: none"> <li>- Clear plans for the development of integrated services to be developed with stakeholders and implemented.</li> <li>- Plans to specify agreed accountabilities, tasks and timescales.</li> </ul>	<p>National service frameworks and national targets.</p> <p>Targets with locally agreed plans for integration.</p>	<p>July 2004</p> <p>July 2004</p>	<p>September 2004</p>		<p>DL</p> <p>DL</p>

<p><b>Standard 2</b>  <b>Effectiveness of</b>  <b>Service delivery and</b>  <b>Outcomes for the</b>  <b>Service Users and</b>  <b>Carers.</b>  <b>One recommendation</b>  <b>was made with respect</b>  <b>to standard two that;</b></p>			<p>D58 equipment</p> <p>D55}  D56}</p> <p>assessment and  waiting time  indicators</p>				
<p>The council must address the waiting list for occupational therapy services strategically and operationally, to achieve a streamlined and responsive service. This work needs to involve stakeholders from the outset.</p>	<ul style="list-style-type: none"> <li>- The occupational therapy team plan to be implemented.</li> <li>- Strategic plan for occupational therapy services to be finalised, agreed and implemented.</li> </ul>	<ul style="list-style-type: none"> <li>- The Occupational Therapy waiting list to be reduced to and maintained at nil.</li> </ul>			<p>October  2004</p>	<p>December  2004</p>	

<p><b>Standard 3 Quality of services for service users and carers. Three recommendations were made with respect to standard three that;</b></p>						
<p>The council should ensure that there is consistency in the quality and content of assessments of disabled people and those with sensory impairments. Particular attention should be given to ensuring that the assessment of both risk and the needs of carers are demonstrated and recorded.</p>	<ul style="list-style-type: none"> <li>- Review of all documentation specifically risk and carers sections to ensure that it is appropriate for purpose and is linked to the single assessment process.</li> <li>- Staff training re assessment processes and documentation to be prioritised and completed.</li> <li>- Regular documented audit of service user files during staff supervision</li> </ul>	<ul style="list-style-type: none"> <li>- Consistent, high quality assessments for all disabled adults.</li> <li>- Improvement in the assessment and documentation of risk and carers needs to be achieved.</li> </ul>	<p>Single assessment implementation guidelines</p>	<p>July 2004</p> <p>Impleme nted ongoing</p>	<p>October 2004</p>	<p>JB</p>

<p>The council must ensure that the system for managing initial referrals and specifically timely recording and transfer of referrals to the specialist teams is closely monitored and managed.</p>	<ul style="list-style-type: none"> <li>- Implement the skill mix review</li> <li>- immediate interim action taken re screening and commencement of assessment</li> </ul>	<ul style="list-style-type: none"> <li>- Improvement in the system for managing initial referrals to ensure timely transfer of referrals to specialist teams.</li> </ul>	<p>D55} as before D56}</p>		<p>October 2004</p> <p>Actioned</p>		<p>DL</p>
<p>The council should take action to ensure that service users placed in out of borough resources experience the same quality of review process as those placed closer to their home area.</p>	<ul style="list-style-type: none"> <li>- All service users to receive planned review from either line manager or reviewing officer</li> </ul>	<ul style="list-style-type: none"> <li>- Service users placed out of Darlington to receive same review process as those people receiving service locally.</li> </ul>	<p>D40 reviews</p>	<p>Implemented and ongoing</p>			<p>MW</p>

<p><b>Standard 4 Fair Access.</b>  <b>Two recommendations were made with respect to standard four that;</b></p>							
<p>The council should develop broader access to the complaints system, by encouraging the use of different formats by service users who have difficulty in communicating through more commonly used processes.</p>	<ul style="list-style-type: none"> <li>- current complaint formats identified</li> <li>- Plan in place to improve range of formats available including information to service users</li> </ul>	<ul style="list-style-type: none"> <li>- Access to complaints system to be broadened by improving the range of formats by which service users can complaint</li> </ul>		<p>Implemented and ongoing</p>			
<p>The council should also ensure timely feedback about complaint investigations to service users and case files.</p>	<p>Procedure reviewed and copy of complaint now held on service user file and/or case file</p> <p>Quarterly feedback of complaint themes to managers disseminated to teams</p>	<ul style="list-style-type: none"> <li>- Complainants to receive timely feedback to complaint investigations.</li> <li>- Complaint findings and outcomes to be recorded on</li> </ul>		<p>Implemented and ongoing</p>			<p>NS</p>

		individual service user files.					
<b>Standard 5 Cost and Efficiency. Two recommendations were made with respect to standard five that;</b>							
The council needs to share appropriate information with service users, carers and staff about actions taken in relation to commissioned services that demonstrates responsibility for the commitment to ensuring high quality provision.	<p>Procedure for action to be taken when services are suspended has been revised.</p> <p>Includes information dissemination to staff and where appropriate user forums</p>	- Information regarding actions taken in relation to commissioned services to be made available to involved parties.		Action implemented and ongoing			MW
The council should create opportunities for greater direct involvement of service users and carers in the review of services.	- user involvement review completed	- greater opportunities for the direct involvement of service users and carers in the review and		Actioned			DL

	<ul style="list-style-type: none"> <li>- Partnership boards for all services consulted</li> <li>- Revised arrangements to be implemented as per plan</li> </ul>	development of services.		Actioned	October 2004		
<b>Standard 6 Management and Resources. Three recommendations were made with respect to standard six that;</b>							
The council needs to prioritise the introduction of a quality system..	<ul style="list-style-type: none"> <li>- Introduce quality system in stages, e.g. implemented for respite nursing care</li> <li>- System for domiciliary care being developed as planned</li> </ul>	- formal quality assurance system in place.		Actioned implemented and ongoing	October 2004		DL
The council should reconsider the needs of disabled people in the	- Consult with individuals and representative	- improving access for people with disabilities.	Local transport targets.			December 2004	Sue Dobson

<p>review of its transport plan and seek their views in relation to improving physical access to services.</p>	<p>organisations for people with disabilities in the preparation of Darlington's Second Local Transport Plan.</p>	<ul style="list-style-type: none"> <li>- widening travel choice; promoting social inclusion.</li> </ul>					
<p>The council should measure and evaluate progress made in relation to workforce planning, and use this to inform the process of updating the human resource strategy.</p>	<ul style="list-style-type: none"> <li>- Workforce Development Manager to be recruited</li> <li>- workforce planning arrangements reviewed.</li> <li>- Action plan following review to be implemented.</li> </ul>	<ul style="list-style-type: none"> <li>- updated Human Resource Strategy.</li> </ul>		<p>Ongoing</p>	<p>August 2004</p> <p>October 2004</p>		<p>KF</p>



1. Recommendation from the inspection report – these should be comprehensive and cover all recommendations made.
2. Action to be taken – this should detail the activity proposed.
3. Outcome to be achieved – this should detail what changes and improvements are to be made.
4. Performance indicators to be used – this should demonstrate how these changes are to be measured and identified, using national performance indicators where appropriate but complemented by local PIs.
5. Targets to be achieved – detailing actual levels of performance within the chosen performance indicators identifying either completion or significant milestones.
6. Responsible manager – this should be the named manager for whom achieving these outcomes within the given timeframe is written into their personal targets.