

ACTION PLAN

No	OBJECTIVE	EXPECTED OUTCOME	MEASURE/ MILESTONE	TIME-SCALE	LEAD OFFICER	RISK	RESOURCE
Objective: Supporting People to Live at Home							
1	<u>Funding</u> To ensure PAT Grant for 2006/7 fully utilised according to guidelines from DoH and the wishes of Cabinet members	<ul style="list-style-type: none"> • More People able to live at home, confident that help can be contacted 	<ul style="list-style-type: none"> • Budget correctly allocated during 2006/7 • Budget monitored monthly 	April 2006-March 2007	Ann Askew David Harris		P.A.T. Grant £207,000
2	<u>Procurement</u> To ensure equipment procured in timely manner, cost effectiveness proved	<ul style="list-style-type: none"> • Range of equipment available to assist people to remain independent and meet range of identified needs 	<ul style="list-style-type: none"> • Amount of new alarms installed in 04/05 =1331 • 20% increase in new alarms or add-ons in 2006/7 	June 2006	Ann Askew Sue Bills		
3	<u>Champion Identification</u> Assistant Director David Harris to take on this role	<ul style="list-style-type: none"> • Champion promoting benefits of telecare at a strategic level, involving other partners 	<ul style="list-style-type: none"> • Champion identified 	April 2006	David Harris		
4	<u>Protocol Development</u> To adopt a range of criteria and protocols to cover access to service, referrals, responses etc. to build on existing good practice. Links made to SAP	<ul style="list-style-type: none"> • Quality service from point of referral to response to an alarm call • Consistency and safety in agreed responses to alarm calls • Staff understand how to access service 	<ul style="list-style-type: none"> • Criteria and protocols in place and agreed • Procedural Decision and care map in place 	End of June 2006	S Bills/ Chris Smith/ Lorraine Struebig		

5	<u>User / Carer Engagement</u> To consult existing and potential users and carers on service development and current service delivery	<ul style="list-style-type: none"> • Users engaged • Responsive service • User-led service • Satisfied customers 	<ul style="list-style-type: none"> • Evidence in place of:- Face to face contact / call centre contact • Questionnaires • Tenants forums • Revise leaflets • 'Tenants News' • 'Dudley Together' - article • increased referrals • Involvement of Age Concern 	Sep 2006	Ann Askew/ Lorraine Struebig		
6	<u>Ethics</u> To ensure policies reflect Individuals choice and respect for Human Rights	<ul style="list-style-type: none"> • Freedom of choice • Increased options 	<ul style="list-style-type: none"> • Evidence of choice e.g. refusals 	June2006	Sue Bills		
7	<u>Training</u> To provide a range of training appropriate to people's role and responsibilities. Sessions to be planned and programmed throughout the year for staff, voluntary organisations, older people, health staff.	<ul style="list-style-type: none"> • Training delivered on 2 levels – General awareness – for referrers / assessor staff • Training for actual assessment, demonstration, testing and delivery of service • Increase awareness of telecare and where applicable enhance competency of providers and users 	<ul style="list-style-type: none"> • Awareness sessions delivered to staff • Training sessions delivered to staff • Number of staff trained • Awareness sessions delivered to users/carers, partner agencies and organisations 	June 2006 March 2007	Ann Askew/ Sue Bills		Training sections within the directorate

8	<u>Target – users Benefiting</u> To agree achievable targets for expansion of the service including the response element. Link with SAP/CAP To develop an eligibility structure for access and priority to the service.	<ul style="list-style-type: none"> Increased take up of the service, greater range of telecare devices available More people supported at home through new innovations and solutions People with eligibility needs receiving the service 	<ul style="list-style-type: none"> Performance Indicator. – clients visited within 7 days of referral Response element monitored to ensure new demands can be safely met within usual timescales 	April 2006 - March 2007	Ann Askew/ Implementation Group/ Project Worker		
8a	<u>Falls Prevention</u> To ensure early referral to the falls service	<ul style="list-style-type: none"> Closer working with falls service More people in falls service 	<ul style="list-style-type: none"> Increase in number in service 	Quarterly monitoring	Ann Askew/ Liz Long		
8b	<u>Dementia</u> To ensure closer working with health colleagues in a range of mental health issues	<ul style="list-style-type: none"> Early notification Increased referrals Appropriate devices installed to meet complex needs 	<ul style="list-style-type: none"> Increased referrals to Home Call Increase number of referrals from health professionals received 	Quarterly Monitoring	Ann Askew/ Lorraine Struebig/ Sue Bills Project		
8c	<u>Increase safety in the home</u> To increase safety monitors in the homes of vulnerable people	<ul style="list-style-type: none"> Install existing users with preventative safety equipment 	<ul style="list-style-type: none"> Increased numbers of people with additional equipment 	Quarterly Monitoring	Ann Askew/ Sue Bills		

9	<u>Equipment installation and management</u> To manage the expansion of the service in a such a way as to maintain the quality and consistency of response	<ul style="list-style-type: none"> • Equipment installation within agreed time-scales and meeting needs of services • promoting independence, facilitating early hospital discharge • Maintaining community living increased safety & well being in the home, • Support network available 	<ul style="list-style-type: none"> • Response timescale for installation measured and achieved • stock control in place • integrated with CES 	Quarterly throughout April-06 – March 07	Ann Askew/ Sue Bills		Grant allocation
10	<u>Contact Centre Response Arrangements</u> To evaluate capacity of call centre to deal with increased number of users as well as new forms of detectors / monitors	<ul style="list-style-type: none"> • Call centre will be able to offer an agreed level of response to alarm calls, thereby providing a safe and responsive service to vulnerable people living in the community. 	<ul style="list-style-type: none"> • Increased numbers and yet response times for all calls received within targets 	Quarterly throughout the year	Ann Askew/ Sue Bills		
11	<u>Links to out of hours EDT and PCT Services</u> To evaluate and make recommendations for improvements in service delivery between teams that are working beyond 9-5pm	<ul style="list-style-type: none"> • Co-ordinating approach between housing and care elements of service • Shared information and expertise among teams, therefore providing a better quality response to client 	<ul style="list-style-type: none"> • Increased number of out of hours calls dealt with by Call Centre 	Sept 2006	Ann Askew / Sue Bills		

		<ul style="list-style-type: none"> • Safer working for staff. 					
12	<u>Monitoring and review and reporting arrangements</u> To monitor and review implementation and effectiveness of telecare	<ul style="list-style-type: none"> • Provide revised information for Delivery and Improvement Statement (D.I.S.) in 2006/7 • Successful implementation of service 	<ul style="list-style-type: none"> • Reporting back to Action Group 	Quarterly	Ann Askew		
13	<u>Evaluation</u> To evaluate the cost effectiveness, quantity and quality of the service at the end of the first year and plan accordingly for year 2.	<ul style="list-style-type: none"> • Demonstrable benefits of service in numbers of people supported, outcomes and cost benefits 	<ul style="list-style-type: none"> • Number of users increased • Amount of equipment installed increased • Projected savings shown • Budget monitoring completed • Customer satisfaction survey completed 	Quarterly reporting to implementation group	Ann Askew/ Sue Bills/ Lorraine Struebig/ Group		