# Draft AWP Service delivery improvement plan

## Overall Aim

To deliver an assessment and care management service to individuals meeting the councils eligibility criteria in accordance with the council's statutory functions under section 75.

## Background Notes

Organisational decisions by AWP have impacted on social care delivery and on the balance between health and social care skills. This plan identifies the areas of concern, actions required and how progress will be evidenced. Wiltshire Council will work with AWP over the coming months to achieve the necessary improvements in social care. The key Issues are:

**Management of social care staff** – A need for AWP to demonstrate that it values its seconded staff through providing better and more effective communication and supportive management. Seconded staff management should be in accordance with Wiltshire Councils policies and procedures. There has been a blurring of the social work role in mental health and Wiltshire Council is working on producing a clear definition of the role, the skills and experience it brings, and the principles and values underpinning it which will help with the allocation of work. In the interim any changes or actions relating to seconded staff e.g. movement of location, new/amended activities must be formally communicated to Wiltshire Council through the head of commissioning for approval. Allocation of work to seconded staff should be in accordance with their social work role, whether, social worker, AMHP, or Forensic social worker taking into account AMHP duties and best interest assessments, the social care advisor and social work leads can provide advice and guidance. Seconded staff are not trained to make clinical judgements and should not be used in place of a clinical practitioner; neither can they be used to review NHS placements unless there is an agreement in place between Wiltshire Council and Wiltshire PCT.

**Delivery of social care** – A need to improve the understanding amongst AWP staff of social care and its contribution. When a carer is identified they should be offered a carers assessment. Care plans must be outcomes based so that reviews can measure progress against them

**Funding social care** - There have been Instances of social care funding being committed without going through the necessary procedure. No activity can be commissioned or accessed by AWP without the express approval of Wiltshire Council, funding will not be provided without that approval. This includes making extensions or changes to existing packages. When a statement of need identifies that funding is required for social care services an application must be made to panel. The required documentation must be completed before panel can make a decision, the documents include: When approval is given services must be accessed via the Councils resource specialists.

| Care Management | Issues | Actions | Evidence |
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| a) Management of social care staff | 1. Communication | Improve delivery of communication, include seconded staff when information is circulated to AWP staff | Guidance to team managers<br>Audit of staff |
| | 2. Following procedures e.g. sickness, vacancies, recruitment reporting | All personnel issues are recorded in a timely way using Wiltshire Council procedures | |
| | 3. Allocation of work | Any changes to social work activity and tasks as a consequence of redesign or for any other reason must be discussed in advance and approval given by Wiltshire Council before implementation. | Monitored at monthly meetings, and County Social work meetings.<br>Audit of staff |
| | 4. Supervision | Monthly supervision in place and delivered for all seconded staff | Audit of staff |
| | 5. Annual appraisal | Annual appraisal system in place and delivered for all seconded staff | Audit of staff |
| | 6. Complaints procedure | Discuss with Wiltshire Council amending complaints | |

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| b) Delivery of social care | 1. Facilitation of financial assessments | Facilitation of financial assessments are undertaken during initial assessments for social care services | All new service users have completed a FAB assessment |
| | 2. Carers assessments | All carers identified are offered a carers assessment | Increase in carers assessments |
| | 3. Managers engaging fully in social care issues | Non social care managers receive social care training | Training programme |
| c) Funding social care services | 1. Provision of required documents for panel | Improve standard & quality of information | Monitoring by panel Decrease in delayed panel decisions |
| | 2. Reviews against outcomes | Reviews are conducted in accordance with panel decisions | Monitored by panel |
| | | As an interim measure all requests for funding must be approved by the relevant Social Care Lead, before being passed to the Funding Panel. | |
| d) Data | 1. Establish workloads of seconded staff | Collect and collate data on:<br>• Number of assessments undertaken with a social care component<br>• Average caseload per seconded staff member<br>• Number of reviews with a social care component<br>• Number of assessments under the mental health act | |
| e) Safeguarding? | 1 Adhere to Wiltshire Council's policies and procedures in relation to Safeguarding Adults. | All Safeguarding referrals must be passed to the appropriate Social Care Lead, who will undertake a monitoring and quality function. | Audit of Safeguarding practise. |

| | | The Social Care Leads will notify the Safeguarding Team of any alerts. | |
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| f) Budget information? | | | |