

Health & Social Care Work Programme 2016-17

APPENDIX A

Domain: Social Care Services

Priority 1 - Home Care (To contribute to an understanding about how well home care services perform and use this information to make recommendations to commissioners of the service) **VERSION 5 amendments [updated 22/02/17]**

Aim (what do we want to achieve)	Tasks (that will achieve the aims)	Person / People responsible (who will undertake each of the tasks)	Timescale (by when the tasks should be completed)	Progress as at 22/2/17 (what's been achieved so far) <b>Red: outstanding</b> <b>Amber: in progress</b> <b>Green: completed</b>
<p><b>A. To learn about current service provision and what quality assurance processes are in place</b></p>	<p><b>1. Undertake a desktop review of existing service provision to determine:</b></p> <p>1.1 Who currently provides home care for Kingston residents</p> <p>1.2 What quality assurance processes do they have in place</p> <p>1.3 When was their last CQC inspection and what was the outcome</p> <p>1.4 What information is available from RBK about home care services</p> <p>1.5 What was the outcome of last RBK home care service user satisfaction survey</p> <p>1.6 What does the last adult social care user survey say about home care</p> <p>1.7 What regional/national information is available about home care that can be used for benchmarking purposes</p>	<p>Diva Shah</p>	<p>June 2016</p>	<p>Progress report shared with community care task group meeting held on 15/6/16</p> <p>Update shared with community care task group meeting held on 13/7/16</p>
<p><b>B. To develop proactive relationship with key stakeholders to support the delivering of the project</b></p>	<p><b>1. Contact stakeholders to:</b></p> <p>1.1 Notify home care providers of our project and request information about their services and how they are performing</p> <p>1.2 Share project plan with stakeholders such as Staywell and Kingston Centre for Independent</p>	<p>Diva Shah</p>	<p>July 2016</p>	<p>Progress report shared with community care task group meeting held on 13/7/16</p>

	<p>Living to obtain feedback and request participation at task group meetings</p> <p>1.3 Share project plan with CQC to request latest intelligence about home care provision</p> <p>1.4 Request RBK input to help develop the project and support evidence gathering processes</p> <p>1.5 Request input from Kingston Carers Network to find out the views of informal carers</p>			
<b>C. To gather evidence to support a better understanding of home care provision</b>	<p>1. Identify and implement processes to understand how well home care services are performing such as:</p> <p>1.1 Survey/questionnaire</p> <p>1.2 Focus Group</p> <p>1.3 Social media/local press publicity</p> <p>1.4 Enter &amp; View visits to care homes</p> <p>1.5 Outreach to day care services and sheltered accommodation schemes</p> <p>1.6 Role of Kingston Coordinated Care Programme</p>	CCTG	October 2016 - January 2017	Progress reports shared with community care task group on 16/11/16, 7/12/16 and 18/01/17
<b>D. To produce a report detailing project findings and recommendations for commissioners</b>	<p>1. Use the report to:</p> <p>1.1 Explain why the project was carried out</p> <p>1.2 How feedback was gathered</p> <p>1.3 Identify key themes</p> <p>1.4 Provide a conclusion and recommendations</p> <p>1.5 Include responses from providers and commissioners</p> <p>1.6 Include anonymous case studies in final report to help get message across.</p>	Stephen Hardisty	March 2017	Progress report shared with community care task group 22/2/17