

**APPENDIX 2**

<b>Priority:</b>	<b>Living Well</b>
<b>Sub-Priority:</b>	<b>Integrated Community Social and Health Services</b>
<b>Impact:</b>	<b>Helping more people to live independently and well at home</b>

What we said we would do in 2013/14: -

**1. Integrate community based health and social care teams within localities**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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Three Locality Teams within Social Services have been established to cover North East, North West and South Flintshire. Discussions are taking place with Health colleagues in order to co-locate health and social care staff in one of the three localities.

Staff have adopted agile working practices and make use of facilities in the Flintshire Connects Hub in Holywell and Holywell Hospital.

Regular meetings of the Locality Leadership Teams (LLT's) take place working towards common goals.

**Achievement will be measured through:**

- development of one co-located team this financial year
- effective joint working

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Development of one co-located team this financial year – March 2014

Joint processes and procedures in place for co-locating teams – March 2014

Risk to be managed – Ensuring effective joint working with BCUHB to achieve common goals, in order to ensure that people can safely remain at home and be medically and socially supported.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangement s in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<p>Working together strategically to ensure effective communication and forward planning.</p> <p>Working together operationally to prevent unnecessary hospital admissions.</p> <p>Action plans in place for LLT's</p>	M	M	A	<p>implement Action Plan for LLT's</p> <p>Implement Action Plan for co-located services</p>	Head of Adult Social Services		L	L	G

**2. Support the introduction of Home Enhanced care Service (HECS) in the North West Locality by summer 2013 and in North East and South Localities by autumn 2013**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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Developing and gaining approval for the Business case for HECS in North West Flintshire has been challenging, and the timetable for implementation has been slower than initially anticipated. However final approval was made at the Strategic Partnership Meeting in June 2013. Implementation will be phased in from August/ September 2013.in North West Flintshire with a view to implementation in the other two areas later in the year The business cases for North East and South Flintshire have commenced and all parties are applying the learning from the experience in the North West.

The enhanced care model is strengthening the existing Crisis Intervention (CIT) and Reablement Teams. As a result the numbers of health staff in the CIT element will grow by the end of September. Therefore the original plans to co-locate CIT and Reablement together in County Hall will need reviewing.

Although progress is now being made, the RAG status remains amber until full implementation. Those people who were already receiving support from Social Services when they go onto the Home Enhanced Care Service, will continue to receive their social care support. As those people would previously have been cared for in hospital there is a need to monitor the cost of those packages, in order to understand the risk to be managed.

**Achievement will be measured through:**

- co-location of the Crisis Intervention Team (Health) and the Reablement Team (Council)
- agree and implement the business case for HECS in the North West locality
- the experiences of patients

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Co-location of the Crisis Intervention Team (Health) and the Reablement Team (LA)  
Option for co-location explored by June 2013  
Preferred recommendation delivered by September 2013

**Achievement Milestones for strategy and action plans:** (Lead Officer – Director of Community Services)

Agree the business case for HECS in the North West locality – June 2013

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Implement the business case for HECS in the North West locality – September 2013

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Three patient stories to be gathered in first quarter – October 2013

**Risk to be managed – The new model does not result in unexpected increased costs to the Council.**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
M	M	A	Planning for implementation of Home Enhanced Care Service (HECS).	M	M	A	Monitor cost of packages of care funded by the Local Authority for those people receiving Home Enhanced Care who would previously have gone into hospital. (Start Aug 2013 in NW Flintshire, and Oct 2013 for NE and S).	Head of Adult Social Services		L	L	G

Risk to be managed – Public support for the changes to the services.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
M	M	A	Planning for implementation of Home Enhanced Care Service (HECS).	M	M	A	Gather patient stories in partnership with BCUHB to evidence the effectiveness of HECS, and make outcomes public.	Head of Adult Social Services		L	L	G

**3. Ensure that effective services to support carers are in place as part of the integrated social and health services**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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Flintshire has implemented its Carers' Commissioning Strategy through third sector contracts from October 2012 to March 2015. This includes organisations collaborating to provide new and more flexible services to meet individual emergency needs. There is 6 monthly monitoring of the contracts with an annual report produced to evidence achievements.

The Regional Carers Information Strategy to support the Carers' Measure has been approved by Welsh Government and is being progressed through a regional group led by BCUHB.

There are 5 performance indicators in total measuring assessments offered, assessments undertaken and services provided for both Carers and Young Carers, one of which is an improvement target (The percentage of identified carers of adult service users who are assessed or reassessed in their own right during the year who were provided with a service). The out turn at the end of quarter 1 is 78.9%, performing better than the target of 65%.

Processes for identifying and assessing the needs of young carers have been strengthened across adult and children's services and with the third sector by the development and re launch of the Young Carers Protocol.

**Achievement will be measured through:**

- plans to support carers are agreed and implemented

Achievement Measure	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Percentage of plans to support carers agreed and implemented	Head of Adult Social Services	72%	74%	90%	78.91%	<b>G</b>	<b>G</b>

**4. Ensure Health and Social Care and Well Being Strategy priorities are progressed through localities**

Progress Status	Progress RAG	A	Outcome RAG	A
<p>Each of the Locality Leadership Teams' 2013/14 action plans contains priorities that are consistent with the priorities within the HSCWBS. For each locality, one key public health priority has been identified; South Flintshire is working on a set of actions to increase uptake of smoking cessation services, the North West locality is focussing on reducing the incidence of falls in the community and the North East has identified obesity as a priority. In addition, there is work taking place to consider what support is available to people with continence needs and to look for ways to improve support to those with dementia and their carers.</p> <p>There are good examples of progress within localities for taking forward the priorities, however, the predicted RAG status for achieving outcomes has been identified as amber because each locality is progressing at different rates and it is likely that a number of the activities will need to be carried forward into the next year, not least because achieving progress in these areas is complex, often resource intensive and requires involvement of a wide range of partners.</p> <p>Further work is also taking place in relation to the performance management and reporting arrangements for work within localities.</p>				
<p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>• Locality action plan outcomes</li> </ul> <p><b>Achievement Milestones for strategy and action plans:</b> (Lead Officer – Director of Community Services)            Inclusion of relevant HSCWB Strategy priorities in the Locality Leadership Teams plans – June 2013            Achievement of relevant outcomes in Locality Leadership Teams plans – March 2014</p>				