

West Berkshire Council
Older People's Services
Commissioning Strategy Action Plan - 2004-2007

Commissioning Objective 1

Work with older people and partners; public private and voluntary to eliminate gaps and improve access to service provision.

Key Actions	Activity	Target Date	Lead Officer
Involving Older People	• Establish OP Partnership Board to include OP representative and elected members.	2005	JE
	• Link with Parish Planning, Forums, OP groups and network.	2005	JE
	• Formal representative on LSP sub groups.	2005	
Partnership with Health	• Chair and membership of West of Berkshire OP Task Group - benefits of a whole system approach across organisations.		JE
	• Jointly commission developments as outcomes of Long Term Care and Emergency Care Collaboratives.		JE
	• Pooled budget for nursing care provision.		JE
	• Pooled budget for Intermediate Care Services.		JE
	• Establish Single Assessment Process.		PL
Working with the Voluntary Sector	• Establish a compact .		JE
	• Support and joint work with Community Action West Berkshire.		
Working with other Councils and the NHS to establish a sustainable independent provision	• Develop independent market through jointly encouraging and supporting provider.	2005	PL
	• Achieve as far as possible a fair rate for services.		
	• Combine purchasing power with block contracts.		
Partnerships with the independent sector	• Establish and monitor block contracts for domiciliary care.	ongoing	SP
	• Development of 60 bed care home.	2006	JE
	• Confirm future of Waring House and contract with provider		

Commissioning Objective 2

Provide a proactive approach to the identification of vulnerable older people.

Key Actions	Activity	Target Date	Lead Officer
Elderly Care Co-ordinators Primary Care	<ul style="list-style-type: none"> 6 x CCOs in 14 surgeries across WBC. 	March 05	PL
"Community Matron" role linked to Elderly Care Co-ordinators	<ul style="list-style-type: none"> Bid for NHS funding within Long Term Care Collaborative. 	March 05	JE
Joint working with the NHS and impact of Longer Term Care NSF	<ul style="list-style-type: none"> Representation on Long Term Care Collaborative and Emergency Care Network. 	Ongoing	JE
Provision of Information	<ul style="list-style-type: none"> Link with Patient Information Point and PALS. Access to up to date information in surgeries and all access points. Develop role of user and carer Development Worker. Establish advocacy services. 	March 05 Ongoing March 06 March 06	AL YJ AL AL
Improve Choice	<ul style="list-style-type: none"> Increase take up of Direct Payments. Link with PCT Expert Patient Programme. 	March 06 March 06	AL PL
Income Maximisation	<ul style="list-style-type: none"> Assessments for Residential Care conducted by Welfare Benefits Officer. Appoint new Welfare Benefits Officer. 	March 06 March 06	AL AL

Commissioning Objective 3

Increase and develop a broader range of Community Care Services while decreasing the proportion spent on residential care.

Key Actions	Activity	Target Date	Lead Officer
Modernising Day Service Provision	<ul style="list-style-type: none"> Integrate St Johns and WBC Services to establish day services to meet varied needs of OP with dementia and mental illness. 	March 06	DB
	<ul style="list-style-type: none"> Establish Hungerford as Day Resource Centre in partnership with BHCT and NCPCT. 	March 06	DB
	<ul style="list-style-type: none"> Transfer of Highview Day Services to Greenfields. 	March 05	DB
	<ul style="list-style-type: none"> Establish Greenfields as Day Resource Centre in partnership with BHCT and RPCT. 	March 06	DB

Key Actions	Activity	Target Date	Lead Officer
	<ul style="list-style-type: none"> Establish day rehabilitation services in Walnut Close. Work with voluntary sector to establish social and recreational opportunities. 	September 06	DB
Increase extra care housing and other housing options	<ul style="list-style-type: none"> Establish an initial 8 then more "extra care" units at Audrey Needham House. Explore opportunities for further developments with RSLs. Extend use of Assistive Technology as technology extends to the individual's home or other 'extra care' units. Utilisation of Section 106 agreements to ensure further housing options are progressed. Link with private housing providers and local plans. Streamline and resource Disabled facilities Grants. Evaluate Anchor Staying Put Scheme. 	March 05 March 06 March 06 Ongoing Ongoing March 05 March 05	PL JE DB MB MB BS JE
Develop Specialist Domiciliary Care	<ul style="list-style-type: none"> Complete Home Care Service Improvement Program and ensure actions implemented. Scope requirements for and establish specialist services; dementia, rehabilitation, enhanced care and Crisis. Monitor block contracts and increase to ensure reliable and consistent provision. 	March 05 March 06 March 06	SP SP SP
Increase numbers of high intensive domiciliary care users	<ul style="list-style-type: none"> Ensure financial resources confirmed in budget build. Streamline commissioning within Sheltered Housing schemes. Clear performance monitoring and target setting. Reduction of waiting times for assessment. Ensure safe, timely and appropriate hospital discharge. 	March 05 March 05 March 05 March 05	JE PL JE PL SP
Jointly develop service provision for OP with MH problems	<ul style="list-style-type: none"> Joint working with BHCT and PCTs to establish:- <ul style="list-style-type: none"> Memory Clinic Community Outreach Home Treatment Team 		

Key Actions	Activity	Target Date	Lead Officer
	<ul style="list-style-type: none"> – Enhanced access to services. – Specialist Respite and Day Services. – Specialist Intermediate Care Services. – Joint community team. 		
Enhance Intermediate Care Services	<ul style="list-style-type: none"> • Joint working with BHCT and PCTS to establish:- <ul style="list-style-type: none"> – 7 residential rehab beds. – 18/7 access. – Day rehabilitation. – Specialist rehab domiciliary care. – Walnut Close established as care centre for rehabilitation. 		SP
Disinvestment in Residential Care	<ul style="list-style-type: none"> • Progress development of 60 bed nursing home. • Review provision at Willows and Waring House. • Review provision of No Trees and Chestnut Walk. • Reduction of long term care beds at Walnut Close. 		JE JE

Commissioning Objective 4

In partnership with Health, develop preventative and early intervention services aimed at maintaining health, well being and independence.

Key Actions	Activity	Target Date	Lead Officer
Develop opportunities with Supporting People Funding	<ul style="list-style-type: none"> • Joint commissioning for short term rehab services. 	March 06	IG
Activities for health	<ul style="list-style-type: none"> • Establish preventative services providing peripatetic and domestic support services. 	March 06	IG
	<ul style="list-style-type: none"> • Develop extra care housing opportunities. 	March 06	IG
	<ul style="list-style-type: none"> • Support to falls prevention activity - identification of OP at risk of falling. • Activity based classes for OP who are at risk of falling. 		JE JE
	<ul style="list-style-type: none"> • Exercise classes - chair based and other in sheltered housing schemes. 		
Befriending Services	<ul style="list-style-type: none"> • Commission services from Age Concern to offer befriending. 	March 05	JE

	<ul style="list-style-type: none"> Resource Home from Hospital Scheme provided by Age Concern. 	Ongoing	JE
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Key Actions	Activity	Target Date	Lead Officer
Primary Care based working	<ul style="list-style-type: none"> Early proactive assessment of older people to provide "low level" services; lifeline, befriending, information, social networks, benefits advice. 		

Commissioning Objective 5

Support Carers with more substantial resources

Key Actions	Activity	Target Date	Lead Officer
Identification of carers	<ul style="list-style-type: none"> Leaflets in GP services. Fund OP Carers Support Worker. Resource local Princess Royal Trust Increase awareness of carers needs through care management process. Involve carers in hospital discharge planning. 	Ongoing Ongoing Ongoing Ongoing Ongoing	JE JE JE PL SP
Assessment of Carers needs	<ul style="list-style-type: none"> Amend Carers Assessment paperwork. Increase numbers of carers assessments. Timely response and service provision. 	March 05 March 06 March 05	JH PL PL
Involve Carers in service planning and monitoring	<ul style="list-style-type: none"> Widen representation on Carers Strategy Group. Engage Carers Forum in evaluating schemes funded by Carers Grant. Engage Carers Forum in deciding new schemes with growth funding. 	March 05 March 05 March 05	AL/MB AL AL
Increase breaks for Carers	<ul style="list-style-type: none"> Respite in home and away from home. 24/7 access to support in times of crisis. Crisis support and timely service provision. 	March 06 March 05 Ongoing	AL AL SP
Increase practical help	<ul style="list-style-type: none"> Practical training and skills. Information; health issues; benefits, support groups. Comprehensive and timely information. Recognition as a Carer and demands of this role. 	March 06 March 06 March 06 March 06	AL AL AL PL