

## Long Term Conditions Action Plan July 2012 to July 2014

	Action	Officer	By	Expected Achievement	Linked To	Progress	RAG
<b>1</b>	<b>Enhancing quality of life for people with care and support needs</b>						
<b>1.1</b>	<b>Review services and support</b>						
1.1.1	Review current continence support service	JCO	Jan-13	People with incontinence will be appropriately supported		Continence Service now commissioned by health	
1.1.2	Review current responsive overnight care service	JCO	Jan-13	People who require overnight care will be appropriately supported		Commissioning arrangements in place for night support. Single Point of Access Working Group also Meeting Regularly.	
1.1.3	Review Befriending/Listening services	JCO	Jan-13	People who require befriending or listening services will be appropriately supported		Review taking place	
<b>1.2</b>	<b>Develop employment and social opportunities</b>						
1.2.1	Work with partners to develop employment skills	LTC Project Group	Jul-13	Individuals will have more employment opportunities		Through Personal Budgets people can access training on assertiveness, interviewing, CV development. Links with PSA16 and Economic Skills Partnership Board	
1.2.2	Support training to enable the development confidence and personal skills for individuals with long term conditions	Head of LTCS	Jul-13	Individuals will have the confidence and personal skills they need to engage in the community			
1.2.3	Promote awareness of conditions and how to support them in the workplace	Head of LTCS	Jul-13	Employers will understand affects of conditions on work and will make reasonable adjustments		Local VCS organisations being contacted to develop greater understanding and involvement locally. These organisations will then be supported to go to larger companies within the Borough. E-learning	
1.2.4	Review the opportunities and social benefits through assistive technology and ICT	JCO	Jan-13	Individuals will have the technology they need to be part of the community and not isolated	Assistive Tech Strategy	Options available through use of Personal Budgets and Age Concern Small Grant funded for a project on this topic	
<b>1.3</b>	<b>Promote awareness of long term conditions</b>						
1.3.1	Promote and develop user led and expert by experience training programmes	Head of LTCS	Ongoing	Individuals will be involved in training and awareness about their condition or conditions		Commissioned by Public Health. Contract monitoring meeting to take place.	
1.3.2	Train ASCH&H staff in awareness of long term conditions	JCO	Jul-14	Practitioners will have an awareness of the long term conditions supported by ASCH&H		E-learning module development to commence in conjunction with action 1.2.3	

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<b>1</b>	<b>Enhancing quality of life for people with care and support needs (Continued...)</b>						
	<b>1.4 Provide suitable housing options</b>						
1.4.1	Ensure individuals are aware of services and resources which are available to enable them to make full use of their existing home	Housing Options Lead	Ongoing	Individuals are aware of Disabled Facilities Grants and Flexible Home Loans as options for enabling them to fully utilise their home		CD to be invited to represent housing and action	
1.4.2	Enable new accessible housing as part of new affordable housing developments	Housing Lead	Ongoing	New homes will cater for the needs of individuals with long term conditions		Extra Care Housing development at Garth Hill site recently approved	
1.4.3	Work with housing providers to ensure sheltered housing provision in the borough meets the housing needs of local people and enables independent living	Housing Lead	Ongoing	Individuals have the most appropriate accommodation to enable independent living		BFH reviewed sheltered housing arrangements and new structure in place.	
	<b>1.5 Access to support and services</b>						
1.5.1	Ensure appropriate interpreters are available to assist people in communicating in their preferred method with Council officers	Head of LTCS	Ongoing	Interpreters will be available to support individuals with communication needs		SNS service redesigned with preferred provider framework for interpretation. Other interpretation obtained through corporate processes. New SMS functionality being trialled on Front Desk	
1.5.2	Increase opportunities to attend accessible sports and wellbeing classes and promote these opportunities	Leisure	Ongoing	Individuals will have the opportunity to attend accessible sports and wellbeing classes		Leisure services at BLC now seeing increased accessibility with new arrangements for hoisting and access to pools and facilities. Leisure representative invited.	
	<b>1.6 Understand local need</b>						
1.6.1	Work with the CCG to understand the local need (through the Adjusted Clinical Groups System) and support individuals with high needs	B&A CCG	Ongoing	Individuals with high support needs will be appropriately supported		Integrated "Neighbourhood" Care Teams established to provide enhanced support for people with LTCs	

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<b>2</b>	<b>Delaying and reducing the need for care and support</b>						
<b>2.1</b>	<b>Provide joined-up services with partner</b>						
2.1.1	Review the diagnosis pathway to ensure seamless support between health, social care support and services and other sector support	CO: OP&LTC & B&A CCG	Jul-13	People will feel better supported throughout the diagnosis process and beyond		Integrated Care Team project will help to bring seamless support	
2.1.2	Refer individuals to the Council information resource at the point of diagnosis	B&A CCG	Jan-13	Everyone will have access to the information they need	Public Health	Expert Patient Programme, Front Desk Review and iHub	
<b>2.2</b>	<b>Promote choice, independence and self-management of</b>						
2.2.1	Promote Self-Care to individuals with Long Term Conditions when medically reviewed or at the point of diagnosis	B&A CCG	Ongoing	People will be empowered to self-care and fewer people will require long term support as a result		QIPP elements - invite CCG rep. Expert Patients Programme and Self-Care week ongoing	
2.2.2	Review the use of the Disabled Facilities Grant following government guidance to help people with Long Term Conditions to maintain independence at home	Housing Lead	Jul-13	Individuals will feel supported to fully utilise their home		Continuing to comit OT support to this process - ongoing	
<b>2.3</b>	<b>Access to support and services</b>						
2.3.1	Encourage availability of sufficient disabled facilities in the community	LTC Project Group	Ongoing	Appropriate disabled facilities will be available		LTC rep to be part of the Access Group. BLC work and Changing Places already increasing community facilities for people with disabilities	
<b>2.4</b>	<b>Review services and support</b>						
2.4.1	Review waiting and referral times and work to reduce timescales from diagnosis to support to avoid unnecessary risk or deterioration	Head of LTCS & B&A CCG	Ongoing	People will not suffer from increased need while waiting for timely support or services		Support is given within the statutory 28 days - ongoing	
2.4.2	Review speech therapy service and access	B&A CCG	Jan-14	People will not suffer from increased need while waiting for timely support or services		Update required from BHFT at next Partnership Board	

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<b>3</b>	<b>Ensuring that people have a positive experience of care and support</b>						
	<b>3.1 Information is readily available</b>						
3.1.1	Promote awareness of long term conditions to newly diagnosed individuals at the point of diagnosis	LTC Project Group	Ongoing	People will feel better supported throughout the diagnosis process and beyond	Public Health	This is being done as part of the Prevention & Self-Care strategic workstream.	
3.1.2	Make available a register of Personal Assistants and Domestic Support Workers	JCO	Jan-13	Everyone will have access to the information they need		Support with Confidence - Family Resource Centre to give the LTC Board an update	
3.1.3	Ensure provision of a wide range of information to improve and enhance access to benefits and financial support	Head of LTCS	Ongoing	Everyone will have access to the information they need		ND to work with Shanaz and Bracknell Forest Homes. Two advisors based at Western Road (BFH) and drop-in services at Day Centres	
	<b>3.2 Provide joined-up services with partner organisations</b>						
3.2.1	Provide joined-up/seamless services across Social Care and Health by reviewing Section 75 agreements and joint-work protocols	CO: OP&LTC	Ongoing	People will feel better supported throughout the diagnosis process and beyond		Integrated Care Teams and Sensory Needs service providing opportunities to do this. Better Care Fund programme.	
	<b>3.3 Promote choice, independence and self-management of</b>						
3.3.1	Promote the use of flexible support options throughout the Supported Self-Assessment Questionnaire and review processes.	Head of LTCS	Ongoing	Everyone who is eligible will have access to a Personal Budget		100% of eligible individuals have personal budgets - ongoing	
3.3.2	Maintain the iHub and roll-out provider log-on facility	JCO	Jan-13	Everyone will have access to the information they need		iHub under new "ownership" and up to date.	
3.3.3	Promote use of the iHub within corporate Customer Services and other universal services	CO: OP&LTC	Ongoing	The Council will be able to respond to requests for information quickly and accurately			
	<b>3.4 Review services and support</b>						
3.4.1	Review practitioner skill sets through the Workforce Strategy	CO: OP&LTC	Jan-13	Practitioner skills will be understood	Workforce Strategy	Practitioners leading on champions for different Long Term Conditions within the team, supported by training	
3.4.2	Review training as per needs identified in the review of skill sets	Head of LTCS	Jan-14	Practitioner skills, knowledge and experience will reflect the people they support			

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<b>3</b>	<b>Ensuring that people have a positive experience of care and support (Continued)</b>						
<b>3.5</b>	<b>Develop employment and social opportunities</b>						
3.5.1	Help to develop support groups for individuals with long term conditions, to be led by individuals with long term conditions	JCO	Jan-13	People will feel supported by their peers in the community		ULO report completed. BADHOGS small grants success. ? Others	
<b>3.6</b>	<b>Opportunities for on-going engagement and contribution</b>						
3.6.1	Review the Long Term Conditions Project Group to ensure on-going engagement and feedback from people and services in the commissioning process	CO: OP&LTC	Ongoing	The Project Group will be representative of everyone involved in long term conditions		Terms of Reference review on-going	
<b>3.7</b>	<b>Support carers</b>						
3.7.1	Ensure regular Carers assessments and health checks are undertaken	Head of LTCS	Ongoing	Carers feel healthy, supported and looked after	Carers Strategy	Review taking place	
3.7.2	Ensure Carers are supported and advised appropriately on all matters, including benefits, by the Carers Link Support Worker or other appropriate post	Head of LTCS	Ongoing	Carers have the information they need to carry on providing support	Carers Strategy	Berkshire Carers Service & BFVA providing this	
3.7.3	Tender the Carers respite services	CO: OP&LTC	Oct-12	Carers have the most appropriate respite services	Carers Strategy	Completed	
3.7.4	Tender the Carers grant service	CO: OP&LTC	Oct-12	Carers are financially supported to carry on providing support	Carers Strategy	Completed (65 since 1st April)	

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<b>4</b>	<b>Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm</b>						
	<b>4.1 Information is readily available</b>						
4.1.1	Ensure that people with Long Term Conditions and their carers know how and when to access support before the point of crisis	B&A CCG	Ongoing	Fewer people will reach the point of crisis		CERS and Drop-in at Sandhurst Day Centre for Physical Disabilities. Front Desk review & iHub	
4.1.2	Publish an information leaflet about Advanced Directives to empower individuals to consider their future health and social care needs	Head of Safeguarding	Jul 13 - Jan 14	Individuals will be aware of Advanced Directives and how to use them		There is extensive information online, with guidance in the MCA 2005 Code of Practice. Staff will signpost people to appropriate resources.	
	<b>4.2 Review services and support</b>						
4.2.1	Develop the provider marketplace to allow for personalised support plans and encourage flexibility	JCO	Ongoing	Commissioned services will reflect the personalisation agenda		Further pilot programme work underway.	
4.2.2	Promote awareness of Personal Budgets and best practice amongst practitioners as part of the Workforce Strategy	CO: OP&LTC	Ongoing	Individuals will be able to meet their support needs through personalised support plans	Workforce Strategy	Complete	
4.2.3	Train staff to provide greater support and information regarding PAs (legal, financial, etc)	Self-Directed Support Co-ordinator	Jul 12 - Jul 13	Everyone will have access to the information they need		Support with Confidence providing this	
	<b>4.3 Promote choice, independence and self-management of</b>						
4.3.1	Renew the approach to assistive technology to enable independence and safety in the home for both carers and individual	CO: OP&LTC	Ongoing	Individuals will have the technology they need to live independently and safely	Assistive Tech Strategy	Strategy launched. Long term aim/ambition for equipment and Assistive Tech to go through the Panel process.	