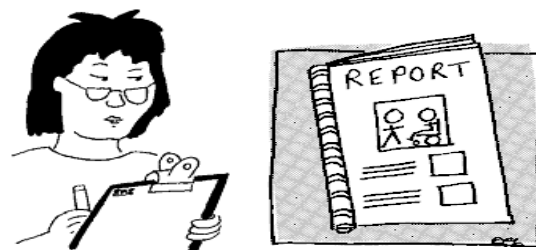


The Council and Health's Action Plan 2006-2007 In response to the Government Inspection November 2005

In their report, the Government Inspectors (CSCI) told us what they think needs to be done to make services better for people with learning disabilities in Bromley.



The Council and Health agree with their ideas and have written an Action Plan to show which things we will be working on first.



The Government Inspectors think this is a good plan.



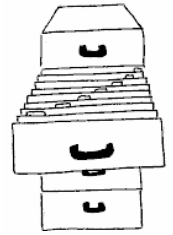
This means some of the things in the Board's Action Plan will have to wait, but some things are the same.

1. Assessment and Care Management

1.1 Management and Systems

We need to:

- Keep better records for staff for things like training and staff support.
- Introduce a single assessment process.
- Check case work to make sure it is managed well.



The lead for this work is David Roberts

- Employ a very good care manager to help with the changes in the Assessment and Care Management Team.



The lead for this work is David Roberts

- Make sure reviews are of a good quality and that they happen regularly.



The lead for this work is Christine Mortimer

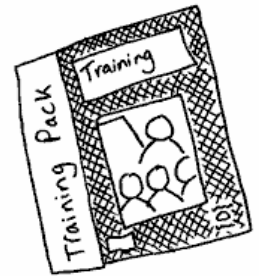
1.2 Quality Assurance

We need to:

- Review our 'Protection of Vulnerable Adults' policy and the way we do things.



- Make sure all staff are clear about their responsibilities and know about training that is there to support them.



The leads for this work are Susannah Simpson

- Develop a regular programme of case file checks in the Assessment and Care Management Team and the Transition Team.



The leads for this work are Christine Mortimer and Aileen Stamate

1.3 Practice and Training

We need to:

- Develop a good training programme for Assessment and Care Management staff. Some training will be mandatory which means they have to do it. There will also be training they can choose to do.



The leads for this work are Christine Mortimer, Fiona Focias and Rénee Smith

- Agree a policy statement and clear process to provide community care assessments using a person centred approach.



The lead for this work is Christine Mortimer

1.4 Integrated Community Learning Disability Team

We need to:

- Use the Partnership Agreement to help us decide how we want the Team to work together in the future.

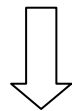


The leads for this work are David Roberts, Christine Mortimer, Linda Loft and Heather Hughes

2. Transition Team

We need to:

- Complete the review of what the Transition Team does and work to provide a high quality transition service.



The leads for this work are David Roberts and Christine Mortimer

- Develop a good training programme for Transition staff. Some training will be mandatory which means they have to do it. There will also be training they can choose to do.



The leads for this work are Christine Mortimer and Rénee Smith

- Check transition case files to make sure the work being done is of good quality.



The leads for this work are Christine Mortimer and Aileen Stamate

3. Users and Carers

We need to:

- Review the Carers Strategy using the Carers 'Compass Model'.
- Make sure all Assessment and Care Management staff go on training to learn more about carers. This should help us get better at doing carers assessments.

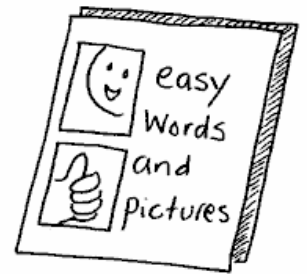


The lead for this work is Alison McLaughlin

- Improve how the complaints service works so it is better for service users and carers.



- Develop an accessible complaints leaflet using easy words and pictures.



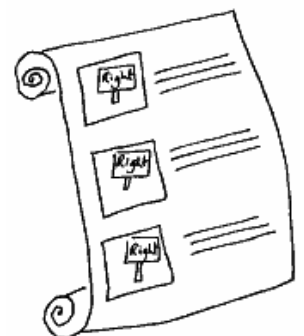
The lead for this work is Christine Mortimer with Nadia Husain and Susannah Simpson

- Look at how we involve service users and their carers, including those from minority ethnic groups, when we develop services.



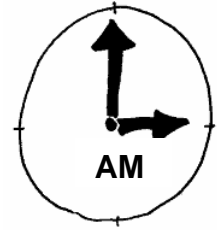
The lead for this work is Heather Hughes

- Work with service users, carers and other partners to make sure there is clear information about what people can expect from the Social Services and Housing department.



The leads for this work are Linda Loft and Denise Mantell

- Review the 'Out of Hours' services we provide.



- Talk to service users, carers and other partners about what 'Out of Hours' access to advice and support.



The leads for this work are Christine Mortimer and Heather Hughes

4. Service Modernisation

We need to:

- Get the Council to agree to put money into a project that will provide more housing choice and help bring people back to Bromley.



The lead for this work is Linda Loft

- Develop an Adult Placement Scheme for people with learning disabilities.



The lead for this work is Peggy Waters

5. Planning and Commissioning

We need to:

- Develop a clear Joint Strategy for Learning Disability Services.



The leads for this work are Linda Loft and Heather Hughes

- Write clear business plans that show what we are going to do, what we need to make it happen and how we will know if we have been successful.



The leads for this work are Linda Loft and David Roberts

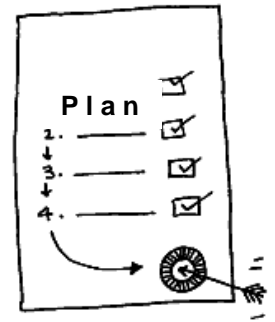
- Find out which services specific groups of people need and use this information to develop a commissioning plan. Commissioning is about buying services.



The leads for this work are Linda Loft and the Heather Hughes

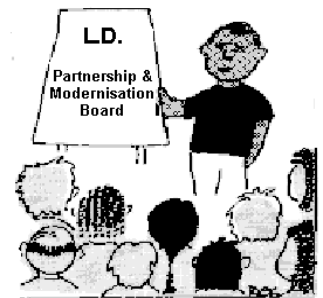
- Use the Council's existing ways of keeping a check on targets to help learning disability services work better.

The leads for this work are Christine Mortimer and Heather Hughes



- Make sure that Council departments are represented on the Partnership Board to improve the lives of people with learning disabilities.

The lead for this work is Linda Loft

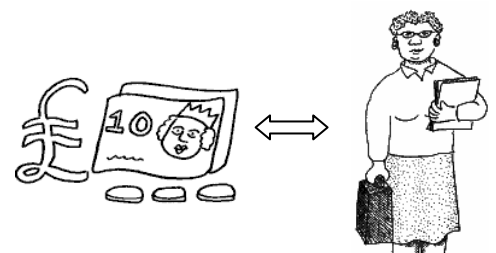


- Set up a group of organisations who provide services to build strong partnerships and ensure we are meeting people's needs.

The lead for this work is Linda Loft



- Improve people's lives by changing the way the Council and Health buy services and provide care management.



- Review the level of support for commissioning that is available.

The lead for this work is Linda Loft

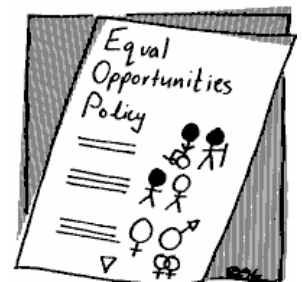


- Review the Council's Employment Strategy and develop a specific employment strategy for people with learning disabilities.



The leads for this work are Charles Obazuaye and Heather Hughes

- Be clear about what needs to happen to make sure everyone has equal access to services.



The leads for this work are David Roberts and Heather Hughes