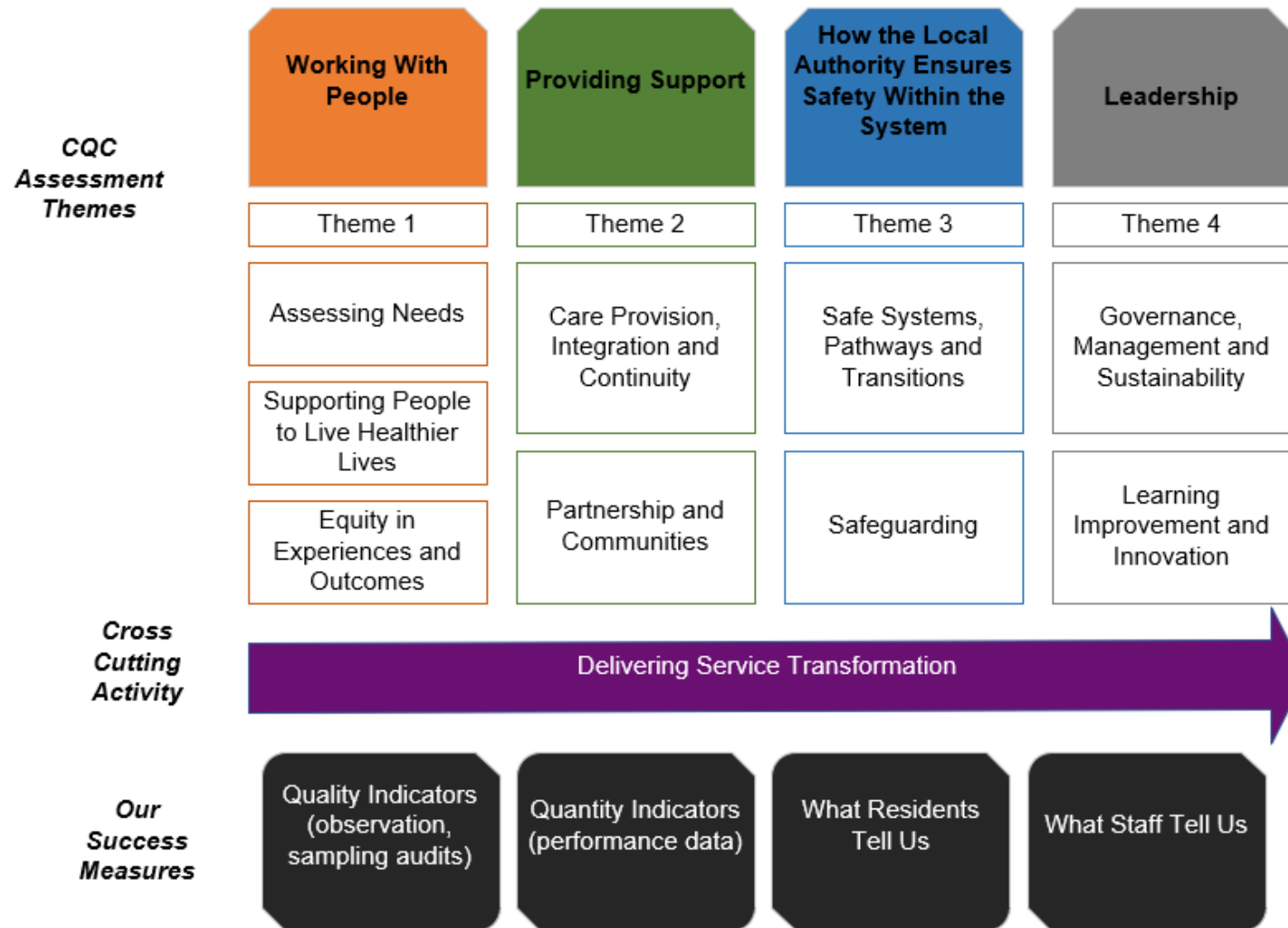


# Adult Social Care & Health Assurance Improvement Plan

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## ADULT SOCIAL CARE & HEALTH ASSURANCE IMPROVEMENT PLAN ON A PAGE

The Adult Social Care & Health Assurance Improvement Plan is structured around the 4 CQC assessment themes as set out below



## Working with People – Theme 1 (Lead: Principal Social Worker)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
1	<b>Continually improve practice across the directorate.</b> This includes activity to:	July 2024		<ul style="list-style-type: none"> <li>✓ Improved quality of care and support for residents, medication management is improved, a sense of community is enhanced, and practitioners have the time and resources to focus on their needs.</li> </ul>
	1.1 Review the good conversation record to identify required improvements to support good quality, legally literate practice.	June 2024		
	1.2 Improve communication and sharing of information with residents and carers.	July 2024		
	1.3 Review, re-establish and strengthen our vision for Community Led Support and strength-based approaches.	June 2024		
	1.4 Review caseload weighting tool to ensure caseloads are reviewed and weighted based on the complexity of the case.	April 2024		
2	<b>Continually improve practice mental health.</b> This includes activity to:	September 2024		<ul style="list-style-type: none"> <li>✓ A more consistent and effective communication between residents and practitioners from the Local Authority and SLAM improving the overall quality of care.</li> <li>✓ Mental Health practitioners can provide better care to residents, leading to improved outcomes such as reduced hospital admissions, improved quality of life, and increased access to appropriate services.</li> </ul>
	2.1 Review the Adult Social Care and Health case management system (LAS) to ensure that Mental Health records including, Approved Mental Health Practitioner assessment reports, case notes and risk assessments can be recorded.			

## Working with People – Theme 1 (Lead: Principal Social Worker)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
	2.2 Mental Health Practitioners to use ASCH templates for good conversations and risk assessments.	September 2024		
	2.3 Review the AMHP arrival pathway, approval, reapproval and authorisation procedures.	June 2024		
3	Develop the early intervention and prevention offer in partnership with Public Health	July 2024		<ul style="list-style-type: none"> <li>✓ Identifying health inequalities and gaps in service provision, which can be addressed through targeted interventions.</li> <li>✓ Improve health outcomes and reduce disparities.</li> </ul>
4	<b>Minimise and monitor waiting list and waiting times.</b> This includes activity to:	September 2025		<ul style="list-style-type: none"> <li>✓ Residents will receive the care and support they need in a timely manner, reducing the risk of health complications and ensuring that they can maintain their independence and dignity.</li> </ul>
	4.1 Recruit Occupational Therapist's to support preventative work at the front door to minimise numbers on the waiting list.	June 2024		
	4.2 Develop a portal for referrals for the Occupational Therapy Service.	March 2024		
	4.3 Ensure that all residents on the waiting list (including safeguarding) have an up-to-date risk assessment and risk mitigation plan.	September 2024		

## Working with People – Theme 1 (Lead: Principal Social Worker)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
5	<b>Review carer assessment and support approaches.</b> This includes activity to:	October 2024		<ul style="list-style-type: none"> <li>✓ Increased satisfaction among carers with the support they receive and reduction in the number of carers reporting feelings of stress or burnout.</li> <li>✓ Increased uptake of support services, such as respite care and training opportunities, by carers.</li> <li>✓ Reduced costs to health and social care services, as a result of more effective support for carers and prevention of crisis,</li> </ul>
	5.1 Review the carers strategy and respite/replacement care demand.	October 2024		
	5.2 Review the carers good conversation record.	March 2024		
6	<b>Work in equal partnership with people who use care and support and improve how we collect and act on feedback.</b> This includes activity to:	June 2024		<ul style="list-style-type: none"> <li>✓ Identifying areas for improvement and implementing changes to services based on feedback from people who use care and support.</li> <li>✓ Better communication between people who use care and support and those who provide it</li> </ul>
	6.1 Review the process for capturing resident/carers feedback.	March 2024		
	6.2 Review and improve how easy it is for residents, carers and providers to contact ASCH by phone.	June 2024		
7	<b>Improve outcomes for people with complex needs.</b> This includes activity to:	October 2024		<ul style="list-style-type: none"> <li>✓ Better health, increased independence, and reduced costs.</li> <li>✓ Better quality of life for those who require care and support.</li> </ul>
	7.1 Develop a pathway for residents with learning disabilities, autism and mental health.	October 2024		
	7.2 Work with partners to set out expectations, roles, responsibilities and commissioning around complex and transforming care.	October 2024		
8	<b>Review of the front door pathway and operating model.</b> This includes activity to:	July 2024		<ul style="list-style-type: none"> <li>✓ Helps to ensure that people receive the right level of support at the right time leading to earlier identification of needs and more timely interventions.</li> </ul>

## Working with People – Theme 1 (Lead: Principal Social Worker)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
	8.1 Review the front door assessment criteria, how it is applied and how it affects vulnerable people specifically those with autism/neurodivergent.	May 2024		✓ Better experience for people accessing adult social care services.
	8.2 Recruit Mental Health Worker to early intervention.	January 2024		
	8.3 Improve access to information and advice.	March 2024		
9	<b>Significantly increase direct payment take up.</b> This includes activity to:	March 2025		✓ Empowers residents to have more control over their care arrangements, enabling them to choose services and support that best meet their needs.
	9.1 Explore ways of developing the micro market so that residents have more places to spend their direct payments	May 2024		
10	<b>Improve communication regarding financial assessments.</b> This includes activity to:	June 2024		✓ Improved transparency in financial assessments
	10.1 Improve communication regarding financial assessments and charging.	June 2024		✓ Improved financial planning for social care clients and increased accuracy in assessments.
11	<b>Improve access to technology enabled care and explore innovative TEC approaches.</b> This includes activity to:	October 2024		✓ Improve access to care for those who may otherwise struggle to access it due to mobility issues, geographical location, or other limitations.
	11.1 Develop the Careline/assistive technology offer.	October 2024		✓ Enhanced quality of care, social care staff can monitor and respond to the needs of their clients in real-time, ensuring that they receive the care they need when they need it.
	11.2 Review our providers use of digital technology solutions.	May 2024		✓ Increased efficiency, social care staff manage their workload more efficiently, reducing waiting times and improving overall service delivery.

### Working with People – Theme 1 (Lead: Principal Social Worker)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
12	<b>Strengthen how we understand and tackle inequalities to services.</b> This includes activity to:	September 2024		<ul style="list-style-type: none"> <li>✓ Improved access to social care services for underrepresented and marginalised groups.</li> <li>✓ Enhanced trust, respect, and goodwill between social care providers and service users from different backgrounds.</li> <li>✓ Greater participation and engagement from diverse communities in the development and delivery of social care services.</li> <li>✓ More targeted and effective interventions to address specific health and social care inequalities.</li> </ul>
	12.1 Review equity of access to referral services and identify groups with less access and make plans to improve.	September 2024		
	12.2 Raise awareness of the Equality Diversion and Inclusion Board and activities.	June 2024		
	12.3 Review levels of recording of protected characteristics on the Adult Social Care and Health recording system (LAS) and implement improvement plan as required.	June 2024		

### Providing Support – Theme 2 (Lead: Head of Adult Placement, Brokerage and Market Management)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
13	<b>Plan to meet future housing/accommodation needs for people who need the support.</b> This includes activity to:	October 2024		<ul style="list-style-type: none"> <li>✓ Appropriate and accessible accommodation, promoting independence and increased opportunities for social engagement and community involvement.</li> <li>✓ Access to safe, affordable, and appropriate housing options that meet unique needs and preferences.</li> </ul>
	13.1 Re-procure floating support and enablement service	October 2024		
14	Establish improved process for providers requesting reviews	June 2024		

### Providing Support – Theme 2 (Lead: Head of Adult Placement, Brokerage and Market Management)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
15	<b>Review and update strategy documents.</b> This includes activity to:	March 2025		<ul style="list-style-type: none"> <li>✓ Setting SMART objectives and KPIs to measure success, improving quality of care for residents, prioritising person-centered care, identifying opportunities for innovation and improvement, and ensuring safety and well-being of residents.</li> </ul>
	15.1 Develop and carry out a Co-production Plan, setting out how co-production will be progressed across all four themes (including the reviews of regulated services).	March 2025		
16	<b>Improve processes for reablement, intermediate care and hospital discharge including links to services for carers.</b> This includes activity to:	January 2025		<ul style="list-style-type: none"> <li>✓ Residents receive the appropriate level of care and support they need to recover from illnesses or injuries.</li> <li>✓ Faster recovery times, reducing the risk of readmission, and minimised pressure on carers.</li> </ul>
	16.1 Review and re-design the hospital discharge pathway.	September 2024		
17	Review approach to continuing health care (CHC)/Joint Funding	September 2024		<ul style="list-style-type: none"> <li>✓ Resources are distributed fairly and equitably ensuring that people with the greatest need receive the highest level of support.</li> </ul>

### How the Local Authority Ensures Safety Within the System – Theme 3 (Head of Safeguarding and Quality Assurance)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
18	<b>Continually improve safeguarding practice.</b> This includes activity to:	September 2024		<ul style="list-style-type: none"> <li>✓ Effective implementation of safeguarding protocols and compliance with relevant legal and regulatory frameworks.</li> <li>✓ Vulnerable individuals are protected from harm and their welfare is safeguarded effectively.</li> </ul>



### How the Local Authority Ensures Safety Within the System – Theme 3 (Head of Safeguarding and Quality Assurance)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
	18.1 Work with Croydon Safeguarding Adults Board (SAB) to review local arrangements for working with adults with care and support needs who are self-neglecting.	March 2024		
	18.2 Work with Croydon Safeguarding Adults Board (SAB) to review local arrangements for working with adults with care and support needs who are at risk of Modern Day Slavery.	April 2024	<i>One remaining action to be completed in May</i>	
	18.3 Review barriers to reducing the waiting list for DoLS, including those relating to attracting s12 Doctors and independent DoLS Best Interest Assessors (BIAs).	June 2024		
19	Review safeguarding operating model	June 2024		<ul style="list-style-type: none"> <li>✓ Staff satisfaction with the new operating model and its effectiveness in safeguarding vulnerable adults.</li> <li>✓ Increase in the proportion of adult safeguarding work that our quality assurance auditing rates as 'Good' or 'Outstanding'.</li> </ul>

### Leadership – Theme 4 (Lead: Head of Improvement)

Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
20	<b>Support and develop the workforce.</b> This includes activity to:	October 2024		<ul style="list-style-type: none"> <li>✓ Positive feedback from staff regarding training and development opportunities.</li> </ul>
	20.1 Enhance the workforce strategy.	July 2024		<ul style="list-style-type: none"> <li>✓ Improved retention rates among staff.</li> </ul>

Leadership – Theme 4 (Lead: Head of Improvement)				
Ref	Priorities and key activity	By when	Status	Success Measures (Impact for residents and what good looks like)
	20.2 Embed and evidence workforce equality diversity and inclusion (EDI) standards.	October 2024	In Progress	
	20.3 Identify learning from the assessed and supported year in employment (ASYE) social worker reviews and plans to maintain develop the ASYE programme.	March 2024	Complete	
21	<b>Ensure and evidence the best quality outcomes for residents who have care and support needs.</b> This includes activity to:	October 2024	In Progress	<ul style="list-style-type: none"> <li>✓ Residents trust and have confidence in the social care and health system.</li> <li>✓ Greater peace of mind for residents and their families.</li> <li>✓ Effective communication and collaboration with other healthcare providers and community organisations to promote holistic care.</li> </ul>
	21.1 Complete and implement audit programme.	April 2024	Complete	
	21.2 Review the Quality Assurance Framework.	October 2024	In Progress	

RAG Rating	Description
Complete	Complete
In Progress	In Progress
Issues	Issues
Overdue	Overdue