

Joint CSSIW/HIW LD Inspection: Improvement Plan

Area: **ABMU Health Board / Bridgend CLDT**

Date of inspection: **9th, 15th, 18th December 2015**

Page Number	Improvement Needed	Health Board Action	Responsible Officer	Timescale
Key Question 1				
4-5	The health board must ensure that they plan resources and prioritise, develop clear roles, responsibilities and delivery models and manage performance and value for money for learning disability services. Specifically that the IMTP and other service plans have clear priorities and targets that can be monitored so that progress in making improvements can be measured.	Establish a Joint Commissioning Board for Mental Health and Learning Disabilities to be chaired by the CEO. This will have a specific remit around planning and prioritising resources and will lead the development of a commissioning strategy for learning disabilities and strengthen opportunities for joint commissioning across health and social care.	Chief Executive	April 2016 Actioned
	The health board must ensure that plans outline how they will improve and build upon: <ul style="list-style-type: none"> Pathways with mental health, transitions, secondary care and forensics. Preventative services and health liaison roles.	Final IMTP plan to include service change priorities and a clear financial plan to support these and ongoing sustainability.	Interim Director Learning Disability Services	April 2016 Actioned

	<p>Process to be set up to monitor progress at a Health Board level by Executive Directors as part of the Delivery Unit Performance Review process and also in monthly performance management meetings to be held with each service area including LD with the Delivery Unit Senior Team.</p>	Interim Director Learning Disability Services	April 2016 Actioned
	<p>Final IMTP to include both these areas as two of the three identified service development priorities with timescales and leads are identified.</p>	Interim Director Learning Disability Services	April 2016 Actioned
	<p>Process to be established to monitor detailed implementation plans for these service improvements will be put in place including quarterly milestones, risks to implementation and measures to demonstrate improvement which will be monitored through senior management performance reviews monthly within the Delivery Unit.</p>	Interim Director Learning Disability Services	April 2016 Actioned
	<p>To submit a LD Health Liaison bid under the intermediate care funding has been highlighted as a development to modernise services.</p>	Unit Nurse Director	April 2016 Actioned
	<p>Complete a strategy to address the mode of service models including the provision of Liaison nurses.</p>	Service Director – MH&LD	March 2017

		Review the Learning Disabilities services budget as part of the organisational restructuring process and ensure it is ring- fenced within the WeG Allocation Letter. An Annual reconciliation of this allocation will continue to be undertaken.	Interim Director Learning Disability Services	September 2016
Key Question 2				
7	The health board should ensure there is a plan in place around how service provision can be developed to meet the needs of people with complex needs and challenging behaviour.	Ensure this is included as third key service improvement priority within the IMTP with clear responsibilities and timescales identified.	Unit Service Director	April 2016 Actioned
		The Learning Disability Service plays key role in hosting and facilitating a 'Community of Practice' (CoP) in Challenging Behaviour. This serves as a mechanism for the sharing of expertise across a network of service providers across health, social care and the third sector- to maximise potential for learning across organisations. The Mental Health and Learning Disability Service Delivery Unit will continue to support the work streams that roll out of the CoP.	Interim Director Learning Disability Services	April 2016 Actioned
		There is an established 'Closer To Home' project and Steering Group in the Bridgend Locality, with active involvement from the Health Board and the Local Authority. This work stream is linked to the IMTP in establishing future service models.	Interim Director Learning Disability Services	April 2016 Actioned
		As mentioned in the actions to address Question 1, the Western Bay partnership has jointly agreed to	Chief Executive	April 2016

		<p>establish a Commissioning Board that addresses current gaps in the joint planning and commissioning arrangements. The Board will be jointly chaired by ABMU CEO and a Director of Social Services for one of the three local authorities. The Board will consist of relevant partner representation and service user input, with oversight of the strategy development for Learning Disability services.</p>		Actioned
		<p>The Mental Health and Learning Disability Service Delivery Unit held an engagement event on the 12th February 2016. The event brought together a range of over 300 stakeholders including clinicians, service users, advocacy, third sector organisations, local authorities and relevant provider partners across Health Board boundaries.</p> <p>The aim of the event was to provide a launch pad for developing the mental health and learning disabilities strategies. There were a range of breakout sessions on the day designed to allow groups of stakeholders to work through strengths and weaknesses of current service provision but also to identify opportunities for improvement. The outcomes from the event will be considered by the commissioning board for consideration within strategy development and onward prioritisation within the 2017-18 IMTP</p>	Unit Service Director	April 2016 Actioned
	The health board should ensure that staff on the frontline feel connected and engaged with the health board's vision by improving communication and information flow.	<p>Establish a monthly newsletter to ensure timely information sharing between senior management and frontline staff.</p>	Unit Directors	April 2016 Actioned
		<p>Established a monthly team brief for all staff to attend during the time of organisational change to ensure that all staff are fully informed and engaged in service change initiatives.</p>	Unit Directors	April 2016 Actioned

	The health board should ensure there is a clear process in place for community teams to report safeguarding concerns through the health board so that concerns and themes can be monitored.	Establish a new process within the health board for the reporting and recording of all safeguarding issues including those in the Community Teams (which have the Local Authority responsible lead) to be sent to the ABMU Safeguarding team for logging and reviewing of themes presented.	Head of Safeguarding & Interim Director Learning Disability Services	April 2016 Actioned
9	The health board should ensure that records management systems for health staff are fit for purpose and support staff to effectively carry out their roles, with a view to developing a joint records management system with the local authority. The health board must ensure that they engage with service users and carers as well as staff in setting the vision and direction of the service.	Roll out the new Community Care Information System (CCIS). Joint NHS and Social Care system - all Wales procurement process complete. Establish a project to consider options and progress more automated ways of working and use of existing systems both to improve current information flow and ensure a smooth transition when CCIS is adopted Engagement event to be held on 12 th February 2016- outcome report to be circulated to all staff	Interim Director for Learning Disabilities and Head of IT Interim Director Learning Disability Services Interim Director Learning Disability Services	Date to be confirmed April 2017 Actioned Feb 2016- April 2016 Actioned

Health Board Representative:

Name (print): David Roberts

Title: Service Director – Mental Health and Learning Disabilities

Date: 15 June 2016